DIRECT INVESTIGATION REPORT

ON

SYSTEM FOR PROCESSING APPLICATIONS FOR DISABILITY ALLOWANCE BY SOCIAL WELFARE DEPARTMENT

November 2006

Office of The Ombudsman

Hong Kong

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EXECUTIVE SUMMARY

Direct Investigation on System for Processing Applications for Disability Allowance by Social Welfare Department

Background

1. In the wake of media reports about 71 cases of overpayment of Disability Allowance ("DA") by the Social Welfare Department ("SWD") involving $6,700 to $160,000 over 6 months to 12 years, The Ombudsman declared a direct investigation on 20 October 2005 to examine SWD's arrangements relating to:

(a) dissemination of information to DA applicants regarding eligibility criteria and restrictions;

(b) arrangements for checking and approving applications; and

(c) mechanism for preventing and deterring abuse, monitoring and detecting mistakes.

DA Scheme

2. The DA scheme was introduced in 1973 to provide financial assistance for the severely disabled on a non-contributory and non-means-tested basis. Since 1988, there have been two types of DA: Higher Disability Allowance ("HDA") and Normal Disability Allowance ("NDA").

3. NDA rate and HDA rate currently stand at $1,125 and $2,250 respectively. At the end of the 2005/06 financial year, there were 113,111 DA recipients, of which 98,569 (87.1%) receive NDA and 14,542 (12.9%) receive HDA.

Eligibility

4. All DA applicants must be certified by the Director of Health or the Chief Executive of the Hospital Authority ("Hosp A") to be "severely disabled". In addition, they have to satisfy other criteria:

- residence requirements;
- not imprisoned; and
- not in receipt of other social security assistance.

5. For **HDA**, applicants must also be:

(a) in need of constant attendance from others in daily life; and

(b) not receiving care in a "Government or subvented residential institution".

Application Procedures

6. Applications are essentially on a self-declaration system. SWD requires applicants:

- to attest to the truthfulness and completeness of the information provided;
- to report subsequent changes, including admission to "Government or subvented residential institution"; and
- to confirm their understanding of the legal consequences of knowingly giving false statements.

Appeal

7. An independent Social Security Appeal Board considers appeals against SWD decisions on eligibility and amount of payment.

Explanatory Materials

8. Over the years, SWD has provided and updated explanatory materials to help applicants understand the eligibility criteria and application procedures:

- Social Security Allowance Scheme Pamphlet (1973);
- Notice to DA Applicants/Guardians/Appointees (2001); and
- Guidance Notes on Application for Social Security Allowance (2005)

Mechanism for Approving Applications

9. Staff are required to follow the procedures and guidelines in the Social Security Manual of Procedures ("the Manual"). A two-tier process is adopted for checking and approving DA applications by an Investigating Officer ("IO") (a Social Security Assistant) and an Authorising Officer (normally a Social Security Officer II) respectively.

10. Applicants have to undergo a medical assessment by public medical officers to determine whether their disabling condition qualifies for DA.

Mechanism for Detecting Errors

Case Reviews

11. In case reviews, applicants are required to report any change in circumstances which may affect their eligibility. The frequency of review is as follows:

Type of DA	Disabling condition as certified by medical officer	Frequency of case review
NDA	Permanent	None since March 1992 to simplify procedures
	Non-permanent	Before expiry of the duration of disabling condition as certified in the last medical assessment
HDA	Permanent	Once every 3 years
	Non-permanent	Before expiry of the duration of disabling condition as certified in the last medical assessment

Cross-checking Arrangements

12. Cross-checking arrangements with the Immigration Department ("Imm D") and Correctional Services Department and other offices within SWD have been introduced over the years to detect unreported changes in recipients' circumstances that may affect their continuing eligibility. Cross-checking of hospitalisation records with Hosp A was introduced in 2001 and that of records of boarding in special schools with the Education and Manpower Bureau ("EMB") in 2005.

Random Checks

13. Random checks are conducted biennially on 10% of NDA cases involving recipients aged 70 or above; but none on other cases.

Overpayment

14. DA is paid in advance. HDA overpayment arises mainly from recipients' unreported or undetected admission into "Government or subvented residential institutions".* These include hospitals and special schools with residential services, homes for the elderly and hostels for the disabled.

15. The number of HDA overpayment cases detected increased from 23 in 1988/89 to 1509 in 2004/05; the amount from $23,000 in 1988/89 to $4.8 million in 2005/06, peaking at $5.3 million in 2002/03.

16. Between 2001/02 and 2005/06, there were 6,132 cases** detected, amounting to $21.2 million. These represent 8.44% of the total HDA caseload (72,686 cases) and 1.09% of the total HDA expenditure ($1,944.3 million).

Repayment

17. SWD views any overpayment to be money erroneously paid. As the recipient is not entitled to such payment, hence SWD endeavours to seek repayment from the recipients, regardless of the cause of overpayment. Separately, under Government's Financial and Accounting Regulations, officers who approve payments which should not have been authorised may be personally liable to surcharge.

18. In working out repayment arrangements, SWD seeks to avoid undue financial hardship to the recipient.

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* Overpayment may be unavoidable in cases of late reporting of such admission, particularly in cases of hospitalisation of severely disabled persons, who understandably cannot report promptly to SWD themselves.

** SWD has commented that this figure may include multiple instances of overpayment to the same recipients, e.g. due to frequent and repeated admissions to hospital.

Case Studies

19. We studied all 71 HDA overpayment cases reported in the media and some other DA cases. A few significant ones are summarised below.

Case 1: Insufficient explanation on terminology and/or enquiries for clarification

20. The HDA recipient is a visually impaired child. In a cross-checking exercise with EMB in January 2005, SWD found her to have boarded at a subsidised special school from September 1992 to July 2004, thus she was ineligible for HDA during that period. $160,000 had been overpaid.

21. There is no record to show that during any of the reviews in 1993, 1996, 1999 and 2002, the IOs concerned had made it clear to the guardian that the term "Government or subvented residential institution" included EMB-subsidised special schools. It was not until August 2005 that the explanation of this term in the Review Form covered such schools.

Case 2: Delay in processing application

22. Staff did not enter an NDA applicant's personal particulars into the SWD computer system until three months after his application. Meanwhile, the applicant passed away. Owing to the above delay, SWD failed to check his application against his death record from Imm D. Unaware of his demise, the Department made monthly NDA payments into his bank account from December 1990 to February 2006, amounting to almost $200,000.

Case 3: Negligence

23. A Normal Old Age Allowance ("NOAA") recipient's wife applied for NDA. Her Medical Assessment Form was misplaced by staff in the NOAA file. A newly recruited IO processed the NOAA file as an application for NDA. The IO's supervisor failed to detect the error and approved the application. Overpayment of about $3,500 to the husband was involved over eight months.

24. **SWD comments:** Cases 2 and 3 were isolated incidents, caused primarily by human error or staff negligence. Appropriate disciplinary action had been taken against those concerned.

Case 4: Lax attitude towards cause of overpayment

25. In October 1999, SWD discovered that a HDA recipient had begun boarding in a subsidised special school. However, the IO obtained verbal information from the School Social Worker ("SSW") that the recipient was not a boarder there. SWD then continued to pay him HDA.

26. When the recipient's mother applied for Comprehensive Social Security Assistance in late 2004, SWD again "discovered" that the recipient had been boarding in the same special school since October 1999. This was confirmed in writing with the school. SWD recorded the cause of the overpayment as "misunderstanding" by the recipient's mother or with "acceptable reasons".

27. Regarding the contradiction between the special school's written confirmation (in 2004) and the verbal information (in 1999), SWD explained that the

SSW might have provided inaccurate information in 1999. However, we suspect that SWD staff might have conveniently attributed overpayment to "misunderstanding", while the true cause of overpayment could not be ascertained beyond doubt.

Case Cluster: Failure to focus on or verify recipients' boarding status in reviews

28. This comprises four independent HDA cases where SWD at some stage noted that the recipients had become boarders of subsidised special schools. At first, their HDA payment was rightly converted into NDA.

29. However, in two of the cases, SWD re-granted the recipients HDA upon case review, apparently based only on medical recommendation, without regard to the fact that the recipients remained resident in a subsidised special school. In two other cases, the recipients were rightly re-granted HDA when they ceased to reside in a special school. However, when they subsequently boarded at the special school again, SWD continued to pay them HDA as the guardians had not reported the change as required and the case reviews had not been thorough enough to detect the change.

Observations and Opinions

30. We commend Government for its commitment to caring for those genuinely in need. DA offers a degree of financial support to individuals in dealing with challenges associated with their disabilities.

31. However, charged with administration of the scheme, SWD has the duty to ensure that DA applications are processed properly. Although some overpayment is

unavoidable from late reporting of changes by recipients, especially those suddenly hospitalised, this cannot adequately account for the 6,132 HDA overpayment cases (8.44%) between 2001/02 and 2005/06. SWD should, therefore, minimise the scope for overpayment and safeguard the proper use of public funds.

Dissemination of Information to Applicants

Use of Unclear Terminology in Application/Review Forms

32. The prerequisite of a self-declaration system is that clear, correct and complete information is being provided to applicants. An applicant receiving care in a "Government or subvented residential institution" ("政府或受資助院舍") is not eligible for HDA. However, the meaning of the term has not been entirely clear over the years. The term in Chinese "公立或政府資助院所" used in the Application/Review Forms in the early years was particularly jargonistic and open to interpretation. It was clarified only in August 2005 that such institutions include EMB-subsidised boarding schools.

Unclear Instructions in Internal Guidelines

33. The relevant sections of the past or even current edition of the Manual have not included EMB-subsidised special schools. Furthermore, the Manual does not require IOs to explain to applicants or recipients the definition of the term "Government or subvented residential institution".

Scanty Records

34. Our case studies have revealed that records as to what information IOs had

explained to applicants and recipients were scanty and incomplete. In some cases, there was no record at all.

Inadequate Explanatory Materials

35. Before January 2001, the only explanatory material available to applicants was the Social Security Allowance Scheme Pamphlet. This lacked a clear definition of the institutions within the meaning of "Government or subvented residential institution" until June 2005 when the term was clarified in the Pamphlet.

Mechanism for Approving Applications

Checking Eligibility

36. The Manual does not inform IOs how and where to check whether or not an institution falls within "Government or subvented residential institutions". The Manual is also not clear on requiring or reminding IOs to ask applicants and recipients specifically on the circumstances directly relevant to their eligibility. Such inadequacy and its resultant error of overpayment were clearly reflected in the above **Case Cluster.**

Mechanism for Detecting Errors

Review of Continuing Eligibility

37. Given the large number of recipients and the data-matching mechanisms in place, we find the case review mechanism acceptable.

Cross-checking Arrangements

38. We commend SWD for introduction of the comprehensive cross-checking arrangements, though those for records of hospitalisation and boarding were not introduced until 2001 and 2005 respectively.

Random Checks

39. Currently, no random checks are conducted on NDA cases involving recipients aged below 70 and HDA cases. We consider some random checks desirable to deter and detect errors or irregularities.

Repayment

Causes of Overpayment

40. Our case studies have revealed that there seems to have been little attempt by SWD to trace the cause(s) of overpayment or, to be precise, the causes of errors or irregularities. **Case 4** is an example of how SWD readily attributed overpayment to "misunderstanding", although there had been obvious contradictions and deficiencies in the file records and the mother's statements.

Recovery of Overpayment

41. In principle, we support SWD's position to recover overpayment in order to properly account for and to preserve public funds. However, SWD should also keep an open mind to review evidence in cases brought to its attention. If a recipient or

his/her guardian can prove that he/she had provided true, accurate and complete information relating to eligibility, SWD should take that into account in deciding on a fair and equitable solution. We also agree that SWD should work out repayment arrangements so as to avoid financial hardship to the recipients concerned, e.g. recovery by instalment.

42. At the same time, SWD should observe the Financial and Accounting Regulations and, where appropriate, surcharge officers who have approved payments that should not have been authorised.

Recommendations

43. The Ombudsman makes the following recommendations to the Director of Social Welfare:

(a) General

publicise the conditions of the scheme to remind applicants and recipients of their obligation to provide full and truthful information as well as possible legal implications for non-compliance.

(b) Dissemination of Information

i) draw up guidelines to require IOs to explain clearly to applicants and recipients the definition of the term "政府或受資助院舍" ("Government or subvented residential institution");

ii) require IOs to record in a standardised and detailed manner the information that they are obliged to explain to applicants and recipients in application interviews or case reviews;

iii) review IOs' interview records periodically to ensure their thoroughness;

iv) remind IOs of the importance of clear explanation and advice to applicants and recipients.

(c) Mechanism for Approving Applications

i) inform staff how and where to look for up-to-date information on Government or subvented residential institutions;

ii) revise the Manual to guide IOs how to make follow-up enquiries for ascertaining any changes of circumstances affecting recipients' eligibility.

(d) Mechanism for Detecting Errors

i) publicise the cross-checking mechanisms to deter deliberate non-disclosure and fraudulent attempts by applicants or recipients;

ii) consider conducting random checks on HDA cases and NDA cases involving recipients aged below 70;

iii) tighten up the guidelines for determining the cause(s) of overpayment in individual cases.

(e) **Repayment**

to continue to recover overpayment having due regard to evidence in cases brought to its attention.

Comments from SWD

44. SWD has made some comments on our draft investigation report, which we have duly considered and, where appropriate, incorporated into the report.

45. However, on the issue of recovery of overpayment, SWD's and our views remain somewhat different.

46. The position of the Director of Social Welfare is that:

> "To safeguard the public purse, as matter of principle SWD will seek repayment of overpaid allowance in all cases. The fact that the recipient has provided true and complete information *per se* does not mean that we should deviate from this principle. But our aim is to work out a fair and equitable repayment arrangement with the recipient concerned to avoid undue hardship."

Final Remarks

47. The Ombudsman in principle endorses SWD's determination to safeguard the public purse and to seek reimbursement. However, we ask SWD to consider evidence brought to its attention to ensure that individual cases are resolved fairly and equitably, particularly when maladministration can be established. In this context and particularly with the system of self-declaration, we consider it fair for the onus to be on the recipients to prove that they had provided SWD with true, accurate and complete information relating to eligibility.

48. This issue apart, The Ombudsman appreciates SWD's reassurance to keep under review its services to DA recipients and general acceptance of our recommendations. We will monitor its progress of implementation.

Office of The Ombudsman

Ref. OMB/DI/151

November 2006

1

INTRODUCTION

BACKGROUND

1.1 In October 2005, the media reported that the Social Welfare Department ("SWD") was asking parents of some disabled students to repay substantial amounts of Disability Allowance ("DA") overpaid to them over the years. There are two types of DA with different eligibility criteria: Normal Disability Allowance ("NDA") and Higher Disability Allowance ("HDA"). It was reported that 71 HDA recipients were in fact eligible only for NDA and SWD was asking for repayment of the difference, which roughly ranged from $6,700 to $160,000 accumulating over a period of 6 months to about 12 years.

1.2 Media reports, a few days later, quoted an SWD statement that about 1,500 HDA cases were overpaid in 2004/05 as the recipients had been admitted to hospitals and residential institutions on public subvention.

1.3 Such disclosure attracted much public concern over SWD's system for processing DA applications. The reported volume of cases and the amounts of overpayment also suggested possible systemic deficiencies.

1.4 Against this background, The Ombudsman considered it necessary to examine the subject. On 19 October 2005, she informed the Director of Social Welfare ("DSW") of her decision to initiate a direct investigation under Section 7(1)(a)(ii) of The Ombudsman Ordinance, Cap.

397. This direct investigation was declared on 20 October 2005.

PURPOSE AND AMBIT

1.5 Our aim was to ascertain whether DA applications are processed thoroughly, reviewed properly and monitored effectively. The ambit of our investigation focuses on:

(a) dissemination of information to applicants regarding eligibility criteria and restrictions;

(b) arrangements for checking and approving applications; and

(c) mechanism for preventing and deterring abuse, monitoring and detecting mistakes.

METHODOLOGY

1.6 We studied and analysed information provided by SWD, including explanatory materials made available to the public on the scheme, relevant papers, departmental guidelines and statistical data. We researched relevant Legislative Council ("LegCo") papers. Complaint cases handled by this Office on DA matters provided further insight into current SWD processing. Since some overpayment cases were approved many years ago, our investigation examined SWD's practices, procedures and departmental guidelines since 1988 when HDA was introduced. In this connection, we studied a total of 86 case files.

1.7 In addition, we visited SWD offices and met with their staff. A meeting with DSW and other officers was held on 21 September 2006. Further comments and information from SWD were received on 9 October 2006.

1.8 Members of the public were invited to give their views. We received twelve written submissions. On 14 February 2006, we met with representatives from a number of disability concern groups, individuals with disabilities affected by the DA scheme and a LegCo Member.

INVESTIGATION REPORT

1.9 A draft investigation report was sent on 25 October 2006 to SWD. We received written comments from SWD on 8 November 2006. The final report was issued on 14 November 2006.

2

THE SCHEME

HISTORY IN BRIEF

2.1 DA was introduced in 1973 under the Disability and Infirmity Allowance Scheme (now the Social Security Allowance Scheme ("SSA Scheme")). It provides financial assistance on a non-contributory and **non-means-tested** basis for **the severely disabled.** It was intended to:

(a) give some help to a family caring for a disabled member;

(b) encourage the family to continue to cope with the burden, thus reducing the demand for residential care services; and

(c) enable the beneficiary to make some contribution to the family budget and lessen the burden on the family.

2.2. In 1988, HDA was introduced for severely disabled persons in need of **constant care and attendance** but **not receiving care in a Government or subvented residential institution.** HDA was intended to further relieve the families concerned from hardship and to foster continued care for disabled members by providing additional financial assistance for expenses entailed in maintaining constant care and attendance. The lower rate of DA has since been referred to as NDA.

2.3 For administrative simplicity, DA (now NDA) rate was pegged to 100% of the basic rate for a single person under the then Public Assistance Scheme in 1973 when DA was first introduced. The HDA rate was set at twice that of NDA. Currently, these stand at $1,125 and $2,250 a month. The rates are subject to revision according to the movements of the Social Security Assistance Index of Prices, which is specially compiled by the Census and Statistics Department on a monthly basis to measure price changes in goods and services consumed by Comprehensive Social Security Assistance households.

2.4 At the end of the financial year 2005/06, there were 113,111 DA recipients, 98,569 (87.1%) on NDA and 14,542 (12.9%) HDA. There was an increase of 44,931 cases (65.9%) from 1995/96 (68,180 cases) to 2005/06 (113,111 cases).[1]. The table below shows the DA cases and expenditure in the last decade[2]:

Financial year	DA cases*	NDA cases*	HDA cases*	Expenditure ($Million)
1993/94	66,655	55,237	11,418	780.0
1994/95	63,700	53,397	10,303	773.4
1995/96	68,180	56,816	11,364	914.7
1996/97	72,264	59,971	12,293	1,036.6
1997/98	77,051	63,509	13,542	1,181.8
1998/99	81,741	67,411	14,330	1,321.0
1999/2000	89,617	74,737	14,880	1,419.8
2000/01	96,851	82,556	14,295	1,567.1
2001/02	103,167	87,961	15,206	1,659.5
2002/03	105,282	90,793	14,489	1,707.5
2003/04	107,110	92,934	14,176	1,577.6
2004/05	109,959	95,686	14,273	1,586.6
2005/06	**113,111**	**98,569**	**14,542**	**1,633.1**

* Figures as at March of the respective financial years.

[1] Source of figures in this paragraph: SWD.
[2] Source of figures: LegCo Panel on Welfare Services Information Paper CB(2)606/05-06(04).

ELIGIBILITY CRITERIA

2.5 All DA applicants must satisfy the following requirements:

(a) disabling condition:

(i) to be certified by the Director of Health ("DH") or the Chief Executive of the Hospital Authority ("Hosp A") as **"severely disabled"** (see definition of "severely disabled" at **Annex 1**);

(ii) disabling condition to persist for at least six months.

(b) residence requirements[3]:

(i) must have been a Hong Kong resident for at least seven years;

(ii) must have resided in Hong Kong continuously for at least one year immediately before the date of application (absence from Hong Kong of up to a maximum of 56 days during the one-year period is treated as residence in Hong Kong); and

(iii) continues to reside in Hong Kong.

(c) not under detention or imprisonment; and

(d) not in receipt of any other allowance under the SSA

[3] Persons who have become residents before 1 January 2004 are exempted from the requirement in (b)(i). Hong Kong residents aged below 18 are exempted from the requirements in (b)(i) and (ii).

Scheme or assistance under the Comprehensive Social Security Assistance Scheme ("CSSA Scheme").

2.6 In addition to meeting the above criteria, **HDA** applicants must also fulfil the following requirements:

(a) to be certified by DH or Chief Executive of Hosp A to be in need of **constant attendance** from others in daily life; and

(b) **not receiving care in a Government or subvented residential institution.**

While this criterion has not changed since the introduction of HDA in 1988, the description of the term "Government or subvented residential institution" has been modified over the years in Application/Review Forms, tabulated in **Annex 2.** Our research shows that this term was not fully explained until August 2005.

APPLICATION PROCEDURES

2.7 A member of the public can apply directly to an SWD Social Security Field Unit ("SSFU") or through referral to SWD by another Government department or non-governmental organisation, e.g. a Medical Social Worker ("MSW") at a public hospital.

Completion of Application Forms

2.8 Investigating Officers ("IOs") used to complete the Application Form on behalf of applicants based on information provided by them. Since October 2005, the applicant has been required to complete the Application Form (**Annex 3**) themselves unless he/she has difficulty to do so. SWD has stated that this requirement was a departmental initiative to recognise societal changes, including improvement in education and literacy, and to strengthen applicants' sense of accountability. A pilot exercise was conducted at nine SSFUs before this practice was implemented across the board.

Self-declaration

2.9 Applications for DA are essentially on a self-declaration system. The onus is on applicants to provide complete and correct information. In particular, HDA applicants are required to declare whether they are residing in or have been allocated a place in a "Government or subvented residential institution" (para. 2.6(b)).

2.10 All applicants are required:

- to attest to the truthfulness and completeness of their information;
- to report immediately to SWD in the event that they are admitted to a "Government or subvented residential institution"; and
- to confirm their understanding of the legal consequences for knowingly giving false statements

or withholding information to obtain welfare from SWD.

EXPLANATORY MATERIALS

2.11 Over the years, SWD has made the following explanatory materials available to help applicants understand the eligibility criteria and application procedures:

Introduced in	Explanatory Material	Time and Mode of Distribution
1973	SSA Scheme Pamphlet[4]	Placed at the reception counter of the SSFUs for collection.
January 2001	Notice to DA Applicants[5]	Issued to applicants at the time of processing an application.
March 2002	Information Package (i.e. SSA Scheme Pamphlet and Notice to DA Applicants)	Issued to successful applicants, who are required to acknowledge receipt.
October 2005	Guidance Notes on Application for SSA[6]	Issued to applicants to assist them to complete the Application Form. Also downloadable from SWD's homepage.

APPEAL

2.12 An independent Social Security Appeal Board ("SSAB") considers appeals against decisions of DSW on eligibility and amount of payment. The Board consists entirely of non-officials appointed by the Chief Executive, with SWD providing secretariat services.

[4] A copy of the latest version of the Pamphlet at **Annex 4.**
[5] A copy of the Notice is at **Annex 5.**
[6] A copy of the Guidance Notes is at **Annex 6.**

2.13 If an applicant is not satisfied with an SWD decision based on the result of a medical assessment, he/she can lodge an appeal with SSAB. SSAB will arrange with Hosp A for the applicant to undergo medical re-assessment by an independent board comprising members from the medical profession.

3

MECHANISMS FOR APPROVING APPLICATIONS AND DETECTING ERRORS

MECHANISM FOR APPROVING APPLICATIONS

Operational Guidelines

3.1 All staff are required to familiarise themselves with and strictly follow the operational procedures and guidelines in the Social Security Manual of Procedures ("the Manual") for processing and approving DA applications. Training programmes for staff cover, *inter alia*, the eligibility criteria and restrictions for DA. Besides, supervising officers of SSFUs are responsible for training their staff on-the-job to ensure that they are conversant with such criteria and restrictions. Since the SSA Scheme came into operation in 1973, the Manual has been updated from time to time to take into account changes in policies and work procedures. This direct investigation essentially addresses procedures and practices.

Two-tier Processing

3.2 As set out in the Manual, a two-tier process is adopted for checking and approving DA applications: investigation by an IO (a Social Security Assistant) and authorisation by an Authorising Officer (normally a

Social Security Officer II).

3.3 On receipt of an application, the IO conducts an office interview or a home visit (for applicants with mobility difficulty), during which the IO checks the supporting documents submitted by the applicant and explains, among other things, the eligibility criteria and the applicant's responsibility for complete and correct information. The Authorising Officer's duties, *inter alia*, are to check the IO's findings, decides on the applicant's eligibility and approves payment or rejects the application, as appropriate.

3.4 Each SSFU is headed by a Supervisor (a Social Security Officer I).

Medical Assessment

3.5 For applications made direct to SWD, the IO will refer the applicant to an appropriate public hospital or clinic for medical assessment to determine whether his/her disabling condition qualifies for DA, and if so, for NDA or HDA. For applications received by an MSW at a public hospital, the MSW normally arranges medical assessment, including the completion of a Medical Assessment Form, for the applicant before referring the case to SWD's SSFU.

Verification of Information

3.6 It is necessary for the SSFU to determine whether an applicant is "severely disabled", whether his/her disabling condition will persist for at least

six months, and for HDA applicants, whether he/she needs constant attendance in his/her daily life. In this connection, the SSFU basically relies on the medical assessment of public medical officers. However, if the IO finds the medical assessment obviously doubtful (e.g. if DA has been recommended for an applicant who has lost functions of one limb only), the IO will clarify with the medical officer or the MSW.

3.7 To verify records of applicants' absence from Hong Kong before the date of application, SWD conducts a monthly Pre-application Immigration Control Automated System Matching Exercise with the Immigration Department ("Imm D"), starting from 2004.

3.8 For HDA applications, SWD considers that checking each applicant's admission records with every Government or subvented residential institution at the time of application will unnecessarily involve much manpower and delay processing of applications. Therefore, no such checking is conducted at the application stage. Instead, SWD relies on applicants to provide complete and accurate information, which they have made a declaration to do (paras. 2.9 – 2.10). Furthermore, SWD has put in place cross-checking mechanisms and random checks to minimise the chances of overpayment (paras. 3.12 – 3.13).

MECHANISM FOR DETECTING ERRORS

3.9 SWD has the following arrangements to review the continuing eligibility of DA cases and to prevent errors in granting DA.

Case Reviews

3.10 IOs record the information provided by recipients in a Review Form (**Annex 7**). Recipients are required to attest again to the truthfulness and completeness of information. The frequency of review for different types of DA cases is as follows:

Type of DA	Disabling condition as certified by medical officer	Frequency of case review
NDA	Permanent	None since March 1992 to simplify procedures
	Non-permanent	Before expiry of the duration of disabling condition as certified in the last medical assessment
HDA	Permanent	Once every 3 years
	Non-permanent	Before expiry of the duration of disabling condition as certified in the last medical assessment

3.11 To ascertain the effectiveness of case review in identifying changes in circumstances which may affect recipients' eligibility, this Office asked SWD to provide statistics on cases of recipients' admission to Government or subvented residential institutions being discovered in case reviews. However, SWD indicated that such statistical records were not readily available.

Cross-checking Arrangements

3.12 Cross-checking arrangements with other Government departments or within SWD have been introduced over the years to detect unreported changes in recipients' circumstances that may affect their continuing eligibility. The existing cross-checking arrangements are

summarised as follows:

Commencement Year	Department	Subject of checking	Applicable to	
			NDA	HDA
1970's	Immigration Department	Death records	√	√
1989	Elderly Branch of SWD	Records of residence in homes for the elderly[7]	×	√
1989	Rehabilitation and Medical Social Services Branch of SWD	Records of residence in homes/hostels for the disabled and sheltered workshops	×	√
1990	Immigration Department	Records of absence from Hong Kong	√	√
2000	Correctional Services Department	Imprisonment records	√	√
2001	Hospital Authority	Hospitalisation records	×	√
2005	Education and Manpower Bureau ("EMB")	Records of boarding in special schools under EMB[8]	×	√

Random Checks

3.13 SWD has adopted a risk management approach in the administration of social security schemes as recommended by the Director of Audit in 1999. The Department claims that the frequency of random checks for NDA cases has been reduced over the years based on analyses of overpayment statistics. For HDA cases, no random checks are conducted as these cases are reviewed at least once every three years.

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[7] These include Government-subsidised places in a contract home or purchased places under the Enhanced Bought Place Scheme.

[8] The first cross-checking exercise of this kind was conducted in January 2005. 71 overpayment cases were thus discovered.

3.14 The frequency and coverage of random checks on DA cases over the years are summarised as follows:

Period	Frequency and Coverage of Random Checks		
	NDA		HDA
	Recipients aged 70 or above	Recipients aged below 70	
Before Oct 93	None	None	None
Oct 93 – Aug 96	100% of cases, biennially		
Sept 96 – Mar 98	50% of cases, biennially		
Apr 98 – present	10% of cases, biennially		

4

OVERPAYMENT AND REPAYMENT

OVERPAYMENT

4.1 HDA is paid in advance, not in arrears. HDA overpayment arises mainly from recipients' unreported or undetected admission into "Government/subvented residential institutions"[9]. These include hospitals and residential institutions such as special schools with residential services, homes for the elderly and homes/hostels for the disabled.

4.2 Generally speaking, the number of HDA overpayment cases detected has been on the increase; so, too, the amount of overpayment. The number of cases increased from 23 in 1988/89 to 1,509 in 2004/05; the amount from $23,000 in 1988-89 to $4.8 million in 2005/06, peaking at $5.3 million in 2002-03. Details follow:

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[9] Overpayment may be unavoidable in cases of late reporting of such admission, particularly in cases of hospitalisation of severely disabled persons, who understandably cannot report promptly to SWD themselves.

HDA Overpayment Cases Detected and Amounts
1988/89 – 2005/06

Financial year	Cases involving admission to hospitals		Cases involving admission to residential institutions		Total	
	Cases	Overpayment ($Mn)	Cases	Overpayment ($Mn)	Cases	Overpayment ($Mn)
1988/89	19	0.02	4	0.003	23	0.023
1989/90	101	0.1	20	0.02	121	0.12
1990/91	213	0.3	24	0.03	237	0.33
1991/92	305	0.5	60	0.1	365	0.6
1992/93	321	0.7	60	0.2	381	0.9
1993/94	215	0.5	60	0.4	275	0.9
1994/95	193	0.7	61	0.4	254	1.1
1995/96	222	0.7	81	0.7	303	1.4
1996/97	240	0.9	74	0.5	314	1.4
1997/98	280	1.1	65	0.6	345	1.7
1998/99	314	1.0	107	0.6	421	1.6
1999/2000*	174	0.5	58	0.5	232	1.0
2000/01*	213	0.7	108	0.9	321	1.6
2001/02	641	1.9	239	1.7	880	3.6
2002/03	904	2.7	282	2.6	1186	5.3
2003/04	969	2.2	204	1.4	1173	3.6
2004/05	1260	2.5	249	1.4	1509	3.9
2005/06	1080	2.1	304	2.7	1384	4.8
Total:	7664	19.12	2060	14.753	9,724	33.873

Source: SWD

* Statistics for 3rd and 4th quarters in 1999/2000 and 1st and 2nd quarters in 2000/01 were not available from SWD.

4.3 Introduction of the cross-checking mechanism with Hosp A in 2001 has facilitated detection and resulted in a higher detection rate in recent years for HDA overpayment cases involving admission to hospitals. During the period from 2001/02 to 2005/06, there were 6,132 HDA overpayment

cases[10] detected, amounting to $21.2 million. These represent 8.44% of the total HDA caseload (72,686 cases) and 1.09% of the total HDA expenditure ($1,944.3 million).

HANDLING OF OVERPAYMENT CASES

4.4 In accordance with the Manual, on discovery of overpayment, staff are required to investigate into the case to establish the "true situation" and to classify the cause of overpayment as follows:

(a) departmental error;
(b) recipient's or third party's misunderstanding or acceptable reasons; or
(c) recipient's or third party's deliberate non-disclosure, falsification or fraudulence.

4.5 According to the Manual, only genuine "misunderstanding" or "acceptable reasons" should be classified as (b) above. An example of "genuine misunderstanding" is a recipient acting in good faith when failing to supply complete information, or giving wrong information, say, due to illiteracy, advanced age or mental disability On identification of overpayment caused by departmental error, the case should be referred up to decide whether disciplinary action on the staff concerned is warranted. As for suspected fraud cases, SSFU staff are required to refer them within one month of discovery to the Fraud Investigation Team for in-depth investigation and follow-up action.

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[10] SWD has commented that this figure may include multiple instances of overpayment to the same recipients, e.g. due to frequent and repeated admissions to hospital.

REPAYMENT

Guiding Principle

4.6 SWD views any overpayment to be money erroneously paid. to which a recipient is not entitled. Since such payment comes from public funds, it constitutes a debt repayable to Government. In this light, regardless of the cause of overpayment, SSFU endeavours to seek repayment unless, e.g. the recipient has passed away or the estate is insolvent. The Manual states that the SSFU Supervisor concerned should ensure that every possible effort has been made to recover the overpayment before recommending the case to the Internal Audit Section for write-off. Furthermore, under Government's Financial and Accounting Regulations, officers who approve payments which should not have been authorised may be personally liable to surcharge for such payments.

Considerations for Repayment

4.7 In working out repayment arrangements, SWD endeavours to ensure that such arrangements would not cause undue financial hardship to the recipient. At the same time, SWD takes heed of the non-means-tested nature of the SSA Scheme and that some recipients could afford to repay.

Repayment Arrangements in Practice

4.8 With the recipient's agreement, repayment is normally by deduction from future entitlement. If a recipient is still entitled to DA but has not agreed to a repayment arrangement, the SSFU will further negotiate with

the recipient. Where there is no response from the recipient or the SSFU is unable to contact the recipient, DA payment will be stopped. Where the recipient is uncooperative despite SWD's attempts to reach agreement, SWD may refer the case to the Department of Justice to consider taking legal action against the recipient.

5

CASE STUDIES

5.1 For proper understanding of how DA applications are processed, reviewed and monitored, we studied the 71 overpayment cases which initially prompted our concern (para. 1.1). These involved admission to special schools subsidised by EMB with residential services. We also examined some overpayment cases involving admission to hospitals. For a balanced view, we analysed eight cases where SWD's timely detection of recipients' changes in circumstances resulted in avoidance of overpayment. Some of the cases mentioned in this paragraph are summarised below for illustration.

Overpayment Cases

Case 1 (HDA overpayment arising from admission to a special school)
Insufficient explanation on terminology and/or enquiries for clarification

5.2 The recipient was first granted NDA in October 1988 and started receiving HDA in May 1990.

5.3 In a cross-checking exercise with EMB in January 2005, SWD found the recipient to have been a boarder from September 1992 to July 2004 in a special school subsidised by EMB, thus ineligible for HDA during that period. $160,000 was overpaid over 12 years.

5.4 The answer to a standard question in the Review Forms over the

years by the guardian was that the recipient, her daughter, had not been admitted to a "Government or subvented residential institution". In fact, it was not until August 2005 that explanation of the term "Government or subvented residential institution" in the Review Forms covered special schools under EMB. There is also no record to show that during any of the reviews in 1993, 1996, 1999 and 2002, the IOs concerned had made it clear to the guardian that such term in fact included EMB-subsidised special schools. She might, therefore, have misunderstood from the outset that her daughter's special school was not one of such "institutions" and hence did not report her daughter's admission to the school.

5.5 We recognise that the absence of records of the IOs' explanation of the term is not conclusive proof that they had not given such explanation. It is possible that the term had been explained but was not fully understood by the guardian. Nonetheless, we consider that as the child is visually impaired, the IOs concerned should at least have asked the guardian where she was studying and whether she was a boarder there: this would have revealed the true situation, or the IOs would then have placed on record what information the guardian had provided to them, as evidence for future verification.

Case 2 (NDA was paid into a deceased recipient's bank account)

Delay in processing application

5.6 Mr A, medically certified to be severely disabled permanently, applied for NDA in September 1990. SWD approved his application on 20 December 1990 and made payment into his bank account on a monthly basis. In November 1990, he passed away. In February 2006, his family members discovered in his bank passbook NDA payments amounting to almost $200,000

over 15 years. They informed SWD of the error through a LegCo Member. In the event, Mr A's son voluntarily returned the overpayment to SWD.

5.7 Imm D supplies records of deceased persons to SWD on a weekly basis, for the latter to check if any DA recipients have died. In this case, SWD staff did not enter Mr A's personal particulars into its central computerised payment system until 24 December 1990, three months after his application. But his death record from Imm D reached SWD before then. His name was, therefore, not on SWD's computer at the time of checking and his demise went undetected.

5.8 SWD's approval of Mr A's application in December 1990 was for the period up to August 1993 and there should have been a review thereafter. However, SWD decided to cancel regular review for NDA cases of permanently disabled persons from March 1992 (para. 3.10). As a result, Mr A's case was not reviewed. Random checks on NDA cases involving recipients aged 70 or above were introduced in October 1993 (paras. 3.13-3.14). Mr A's case came within the scope of the random checks in 2002, but had not been selected for checking.

Case 3 (NDA was wrongly paid to an Old Age Allowance recipient)

Negligence

5.9 Mr B was a recipient of Normal Old Age Allowance ("NOAA"). When SWD processed the NDA application of his wife in August 2005, her Medical Assessment Form was wrongly put by some staff member into his NOAA file. The subject IO, a newly recruited Contract Social Security Assistant, mistakenly processed Mr B's file as an application for conversion

from NOAA to NDA. Failing to detect the error, the IO's supervisor, a Social Security Officer II, approved the application and authorised payment of NDA to Mr B. NDA rate was slightly higher than that of NOAA. Overpayment of about $3,500 was incurred over eight months. When the error came to Mr B's attention, he notified SWD through a District Councillor and then voluntarily returned the overpayment to SWD.

5.10 The errors committed by the staff at various levels were inexcusable. The IO committed a most obvious mistake. The supervisor failed to counter-check properly before approving the application. The mistakes had also caused undue delay in processing the NDA application from Mr B's wife.

SWD comments

5.11 SWD explained that Cases 2 and 3 were rare and isolated instances, caused primarily by human error or staff negligence. Appropriate disciplinary action has been taken against those concerned.

Case 4 (contradictory file records of recipient's boarding status)

Lax attitude towards cause of overpayment

5.12 In October 1999, SWD discovered that a HDA recipient had begun boarding in a subsidised special school earlier that month. According to the supplementary notes entered into the Review Form by the IO, the mother of the recipient had confirmed that her son was studying at the special school and understood that she would be required to settle any overpayment. However, according to file records, upon a subsequent telephone enquiry, the

IO confirmed with the School Social Worker ("SSW") that the recipient was actually not a boarder there. SWD continued to pay him HDA.

5.13 When the mother applied for CSSA in late 2004, SWD "discovered" that the recipient had been boarding in the same special school since October 1999. Such information was confirmed by the special school in writing this time, contrary to the note recording the verbal information gathered by the IO at the case review in 1999.

5.14 SWD record this time showed the cause of the overpayment as "misunderstanding" or with "acceptable reasons":

(a) the mother explained that she worked long hours and did not realise that her son was boarding at the special school because her long-lasting feeling of guilt over giving birth to a disabled child made her reluctant to focus on matters relating to her son;
(b) she did not understand the eligibility restriction; and
(c) she "presented herself to be a trustworthy and honest person".

5.15 The special school's written confirmation in 2004 (para. 5.13) evidently contradicted the IO's file record of telephone verification in 1999 (para. 5.12). SWD has explained that the SSW might have provided inaccurate information to the IO in 1999.

5.16 If the IO in 1999 had sought written confirmation from the school, the recipient's status as a boarder would have been verified then. We consider that overpayment could have been caused by:

(a) misunderstanding between the IO and the SSW;
(b) misunderstanding between the IO and the mother;
(c) mishandling of the case by the IO;
(d) inaccurate information supplied by the SSW; or
(e) deliberate non-disclosure by the mother.

5.17 However, SWD staff just conveniently attributed the overpayment to "misunderstanding", while in fact the true cause of overpayment cannot be ascertained beyond doubt.

Case Cluster (inaccuracy and lack of care in case handling)

Failure to focus on or verify recipients' boarding status in reviews

5.18 This is a cluster of four independent HDA cases where SWD at some stage noted that the recipients had become boarders of subsidised special schools. At first, their HDA payment was rightly converted into NDA.

5.19 However, in two of the cases, SWD re-granted the recipients HDA upon case review, apparently based only on medical recommendation, without regard to the fact that the recipients remained resident in a subsidised special school. In the two other cases, the recipients were rightly re-granted HDA when they ceased to reside in a special school. Subsequently, they became boarders of the special school again and, therefore, ineligible for HDA.

However, SWD continued to pay them HDA as the guardians had not reported changes as required and the case reviews had not been thorough enough to detect changes in boarding status.

Properly Handled Cases

Case 5 (applicant's residential status made known on application)
IO's appreciation of the restriction on admission to a subsidised boarding special school

5.20 The SSW of an EMB-subsidised special school referred a student's DA application to SWD in October 1995. SWD arranged medical assessment, in which the medical officer recommended granting HDA. However, the IO rightly recommended NDA instead, on the grounds that the applicant's residence in a subsidised special school rendered the applicant ineligible for HDA.

5.21 In a case review in December 2004, it was confirmed that the applicant had left the special school and been admitted to a private home. Having checked the applicant's disabling condition, SWD rightly approved granting HDA instead.

Case 6 (applicant's self-declaration of admission to a special school)
Applicant's appreciation of the restriction on admission to subsidised boarding special schools

5.22 The recipient started to receive HDA in March 1998. In October 2002, the recipient's father informed SWD that the recipient had

become a boarder of a subsidised special school since the preceding month. The recipient was, therefore, no longer eligible for HDA and the payment was converted to NDA.

6

OBSERVATIONS AND OPINIONS

6.1 We commend Government for its commitment to caring for those genuinely in need. Individuals with disabilities have special needs in such facets of life as education, social care, medical and rehabilitative services, education, transport and employment. Such needs often entail additional expenses. DA offers a degree of financial support to them in facing the challenges associated with their disabilities.

6.2 However, charged with administration of the scheme, SWD has the duty to ensure that the principle of fairness is upheld, that proper procedures are in place and that they are followed consistently in processing DA applications. The integrity of the SSA scheme depends on efficient, effective and equitable administration. Although some overpayment is unavoidable from late reporting of changes by recipients (footnote 9, page 17 and footnote 10, page 19), this cannot account for the incidence of HDA overpayment at 8.44% or 6,132 overpayment cases between 2001/02 and 2005/06 (para. 4.3). SWD should, therefore, minimise the scope for overpayment and safeguard the proper use of public funds. It will also save staff costs and time in seeking repayment.

DISSEMINATION OF INFORMATION TO APPLICANTS

Prerequisite of a Self-declaration System

6.3 The DA scheme operates on an honour system. Information provided by applicants are accepted on self-declaration (para. 2.9). No checking of records of admission to Government or subvented residential institutions is conducted at the application stage (para. 3.8). We recognise the practical need for such a system not only on account of the sheer volume of applications (para. 2.4) and the burden of verifying every item of information. We also endorse the concept of applicants' accountability for accurate and complete information about their own circumstances. However, as custodian of public funds and guardian of the DA scheme, SWD must ensure its proper administration:

- clear, correct and complete information should be provided to applicants supplemented by verbal advice, explanation and enquiries for clarification if necessary;
- the eligibility criteria and obligations are fully communicated to applicants;
- clear guidelines are given to staff for considering and approving applications, reviewing and monitoring the scheme; and
- firm and rigorous measures are in place to deter and detect abuse or misuse.

Use of Unclear Terminology in Application/Review Forms

6.4 It is a cardinal rule for good government that clear and plain language should be used in public information, so that ordinary people can understand properly.

6.5 Under the SSA Scheme, an applicant receiving care in a "Government or subvented residential institution" ("政府或受資助院舍") is not eligible for HDA. However, the meaning of the term is not entirely clear. The term in Chinese "公立或政府資助院所" used in Application/Review Forms **(Annex 2)** in the early years was particularly jargonistic and open to interpretation, encompassing a variety of establishments, on which even SWD staff need to consult internal guidelines. It is quite possible that some applicants did not realise the term to include a boarding school (c.f. **Case 1** – para. 5.4).

6.6 SWD has attributed the textual evolution in the Forms **(Annex 2)** to the need to reflect changes in institutional set-up or procedures and to provide additional information to the public, as it has been keeping all forms and public information under review for improvements as and when necessary.

6.7 We see the addition of information on medical institution under the Hosp A (1994), the Bought Place Scheme and the Enhanced Bought Place Scheme (2002) to be in response to changes in institutional set-up. However, boarding places in subsidised special schools have existed all along and the restriction on HDA eligibility due to admission to such schools has remained unchanged since HDA was introduced in 1988. Clarification on this restriction has, however, been made only in August 2005.

Unclear Instructions in Internal Guidelines

6.8 SWD argues that the term "Government or subvented residential institution" is basically self-explanatory and that since the introduction of HDA, the Manual has stated that persons residing in an "educational establishment with residential services" are not eligible for HDA. With adequate training, IOs should be able to explain to applicants and recipients the meaning and coverage of the term.

6.9 However, we find that the relevant sections of the current and past editions of the Manual have not included EMB-subsidised special schools with boarding services. It was not until November 2000 that two establishments of this kind had been cited as examples. Furthermore, the Manual does not require IOs to explain to applicants or recipients the definition of the term "Government or subvented residential institution" despite the substantial number of overpayment cases resulting from unreported admission to residential institutions (para. 4.2). We consider it incumbent upon SWD management to give staff clear and thorough guidance on such an essential term and to highlight the need for explaining the term clearly to applicants and recipients. The more comprehensive definition now given in the Forms should facilitate the necessary explanation by IOs.

Scanty Records

6.10 In terms of verbal advice and explanation by frontline staff, our case studies have revealed that records as to what information IOs had explained to applicants and recipients were scanty and incomplete. In some cases, there was simply no record at all. For example, in **Case 1** (paras. 5.2 –

5.5), which involved overpayment of some $160,000 over 12 years, we could find no record whatsoever of the IOs' explanation to the guardian on the crucial term "公立或政府資助院所/院舍" or on the need for reporting changes in the recipient's circumstances. In other cases where there was some such record, the common practice was a non-specific note on the lines of "申請人明白高額傷殘津貼的申請資格" (applicant understood the eligibility criteria for HDA). We question the usefulness of such "explanation and advice" to the average applicant and especially the less literate and the elderly. We also doubt the value of such scanty records for supervisor's scrutiny or future reference.

6.11 SWD accepts that recording of cases can be improved but considers it unfair to presume , based on IOs' records, that they had not actually explained. There are many aspects to cover during an interview with an applicant and it would not be realistic to expect an IO to record each and every detail.

6.12 We do not expect an IO to record all information. However, on a key point making for a different rate of payment, we consider it crucial for SWD staff to explain clearly. For the same reason, and to avoid future disputes on what has or has not been explained, SWD should properly document such information.

Inadequate Explanatory Materials

6.13 Apart from verbal explanation expected of the IOs, written explanatory notes are important for guidance of applicants and recipients. Most of the explanatory materials cited in para. 2.11 have been introduced only since 2001. Of the 71 overpayment cases reported in October 2005 (para.

1.1), 64 were first granted DA in the 1980s or 1990s when SWD did not issue any written explanatory materials to recipients.

6.14 From the inception of the SSA Scheme in 1973 up to 2000, the only explanatory material available to applicants was the SSA Scheme Pamphlet. This lacked a clear definition of the institutions within the meaning of "Government or subvented residential institution" until June 2005 when the term was clarified in the Pamphlet. Moreover, instead of issuing the Pamphlet to applicants to ensure due notice, SWD used to just place copies at SSFU counters for applicants' collection. It is likely that with such arrangement, the Pamphlet did not reach all applicants or recipients.

MECHANISM FOR APPROVING APPLICATIONS

Efficiency of Processing

6.15 **Case 2** (paras. 5.6 – 5.8) revealed a significant delay in passing the applicant's personal particulars from the frontline for input into the central computerised payment system. SWD has stated that since introduction of the computerised Social Security Payment System in February 1994, the time gap between receipt of applications and input of applicants' personal particulars has been eliminated. In other words, for applications received before February 1994, there was a possibility that matching of death records from Imm D against applicants might well have been missed. In view of the loophole revealed in this case, SWD has taken the initiative to conduct a special one-off exercise to ascertain whether elderly recipients are still alive.

Checking Eligibility

List of "Residential Institutions"

6.16 The Manual does not have an exhaustive list of "Government or subvented residential institutions" for IOs' reference. Since early 2005, SWD has annually updated a list based on information from EMB. However, there clearly may be other sources of such information. With the large number of Government or subvented residential institutions, we recognise that there may be practical difficulties in compiling a single comprehensive list. Given the accessibility of information within SWD online or via the Internet, we consider it useful for the Department to inform IOs how and where to look up such necessary information.

Changes of Circumstances

6.17 The Manual is not clear on requiring or reminding IOs to ask applicants and recipients specifically on their circumstances directly relevant to their eligibility. Such inadequacy and its resultant error of overpayment were clearly reflected in the **Case Cluster** (paras. 5. 18 – 5.19). Overpayment could have been avoided if such simple enquiries had been more thorough. The case cluster also illustrates the failure of some IOs to acquaint themselves with the background of the cases for continuity and accuracy in handling them.

6.18 In defence of overpayment caused by unreported admission to subvented residential institutions, SWD emphasises that recipients or their guardians are required to report any changes in their residential or boarding status to the Department. However, we consider that SWD should not overly

rely on recipients' voluntary reporting of their changes of circumstances. As guardian of the scheme, the Department has the duty to ascertain proactively any changes of circumstances relevant to recipients' eligibility. SWD should revise the Manual to guide IOs how to make follow-up enquiries for ascertaining such changes of circumstances (cf. **Case 1,** para. 5.5).

MECHANISM FOR DETECTING ERRORS

Review of Continuing Eligibility

6.19 As shown in the table in para. 3.10, SWD periodically reviews DA cases involving recipients with non-permanent disabilities. These are reviewed upon expiry of the duration of disabling condition as certified in the latest medical assessment. Generally speaking, such cases are reviewed every six months to three years. Such review cycles are reasonable, given the large number of recipients.

6.20 Regarding the practice of not conducting any review for NDA cases with permanent disabilities, SWD has explained that recipients in this category would become ineligible only if they pass away, or are absent from Hong Kong for a prolonged period or imprisoned. SWD has now established data-matching mechanisms to verify such information with Imm D and the Correctional Services Department (para. 3.12) We find these arrangements acceptable.

Cross-checking Arrangements

6.21 We commend SWD for introduction of the comprehensive cross-checking arrangements. Regrettably, cross-checking of records of hospitalisation and boarding was not introduced until 2001 and 2005 respectively (para. 3.12). SWD attributes this relatively late introduction to the unavailability of suitable information technology and complete sets of data from the relevant Government departments for cross-checking.

Random Checks

6.22 Currently, no random checks are conducted on HDA cases and NDA cases involving recipients aged below 70 (para. 3.14). Even though periodic case reviews are in place (para. 3.10) , we consider some random checks desirable to deter and detect errors or irregularities. It will also remind recipients of their obligation to report changes and IOs of their duty to process cases properly.

REPAYMENT

Causes of Overpayment

6.23 Although the Manual has clear guidelines on how causes of overpayment can be classified properly (paras 4.4 – 4.5), we can find little evidence from our case studies of SWD thoroughly tracing the cause(s) of overpayment. Similarly, there seems to have been little attempt to be precise about causes of errors or irregularities.

6.24 In some cases, we have found only brief mention by the IO that recipients' non-disclosure of their circumstances had been caused by "misunderstanding". **Case 4** (paras. 5.12– 5.17) is an example of how SWD readily attributed overpayment to "misunderstanding", although there had been obvious contradictions and deficiencies in the file records and the mother's statements. This case illustrates that more information on a case should be obtained and analysed before a conclusion is reached

6.25 As a matter of good administrative practice and accountability, departmental errors should be segregated from recipients' misunderstanding or fraudulent attempts. Different causes require different remedies or action. A lax or casual approach to identifying or describing cause(s) of overpayment would only perpetuate the problems.

Recovery of Overpayment

6.26 In principle, we support SWD's position to recover overpayment in order to properly account for and to preserve public funds. However, we also consider that SWD should keep an open mind to review any evidence in cases brought to its attention. If a recipient or his/her guardian can prove that he/she had provided true, accurate and complete information relating to eligibility, SWD should take that into account in deciding on a fair and equitable solution. We agree that SWD should take into consideration the financial situation of the recipients in working out repayment arrangements so as not to cause undue hardship to them, e.g. recovery by instalment (para. 4.7).

6.27 At the same time, SWD should observe the Financial and Accounting Regulations and, where appropriate, surcharge officers who have

approved payments which should not have been authorised (para. 4.6). The burden of ensuring proper expenditure of public funds should squarely fall on Government officials, otherwise it will only breed disregard for accountability and discontent among the public.

OTHER ISSUES

6.28 In the course of our investigation, we have found the following issues which are related but not directly relevant to the ambit of this direct investigation:

(a) the definition of "severely disabled" under the DA scheme;
(b) consistency and objectivity in medical assessment;
(c) procedures for notifying applicants or recipients of the outcome of their applications or reviews; and
(d) long processing time for handling DA appeal cases.

We intend to look into these issues immediately upon conclusion of this direct investigation.

7

CONCLUSIONS AND RECOMMENDATIONS

CONCLUSIONS

7.1 We applaud Government for the good intention behind the SSA Scheme. However, we have found SWD's terminology for describing an important restriction on HDA eligibility (paras. 6.4 – 6.7) unclear and incomplete. SWD has also been relying too heavily on applicants' and recipients' self-declaration, with the following deficiencies in its system and practices having been identified in this investigation:

(a) unclear instructions in its Manual for requiring IOs to explain the term "Government or subvented residential institution" ("政府或受資助院舍") to applicants and recipients (paras. 6.9);

(b) scanty records of IOs' explanation and advice to applicants and recipients (paras. 6.10 and 6.12);

(c) inadequate explanatory materials provided to applicants and recipients (paras. 6.13 and 6.14);

(d) the lack of clear direction to IOs as to where to look for up-to-date information on Government and subvented residential institutions (para. 6.16);

(e) the need for guidance in the Manual on how IOs should make follow-up enquiries for ascertaining changes of circumstances affecting the eligibility of recipients (paras. 6.17 – 6.18);

(f) staff's lax attitude towards causes of overpayment (paras. 6.23 – 6.25).

7.2 We also note that the Department does not conduct random checks on HDA cases and NDA cases involving recipients aged below 70 (para. 6.22).

7.3 In fairness, we appreciate SWD's efforts in rectifying some of the above deficiencies:

Year	Deficiency	Rectification
2001 – 2005	Scanty explanatory materials	Issuing various explanatory materials to applicants and successful applicants (para. 2.11)
2005	Unclear terminology	Specifying in Application/Review Forms, SSA Scheme Pamphlet and Notice to DA Applicants that "Government or subvented residential institutions" include boarding special schools under EMB (para 2.11).
	Omission to check records of boarding in special schools under EMB	Introduced a cross-checking system with EMB (paras. 3.12 & 6.21)

7.4 In addition, SWD has completed three reviews on reducing fraud, overpayment and enhancing work effectiveness of its social security system and is following up on the recommendations of those reviews.

RECOMMENDATIONS

7.5 On the basis of our observations, The Ombudsman makes the following recommendations to DSW:

(a) General

Publicise the conditions of the scheme to remind applicants and recipients of their obligation to provide full and truthful information as well as possible legal consequences of non-disclosure or making false statement (para. 6.3).

(b) Dissemination of Information

i) Draw up guidelines to require IOs to explain clearly to applicants and recipients the definition of the term "政府或受資助院舍" (Government or subvented residential institution) (para. 6.9);

ii) Devise a system to require IOs to record in a standardised and detailed manner the information that they are obliged to explain to applicants and recipients in application interviews or case reviews (paras. 6.10 and 6.12);

iii) Review IOs' interview records periodically to ensure their thoroughness (paras. 6.10 and 6.12);

iv) Remind IOs of the importance of clear explanation and

advice to applicants and recipients (para. 6.12).

(c) Mechanism for Approving Applications

i) Inform IOs and Authorising Officers how and where to look for up-to-date information on Government or subvented residential institutions (para. 6.16); and

ii) Revise the Manual to guide IOs how to make follow-up enquiries for ascertaining any changes of circumstances affecting recipients' eligibility (paras. 6.17 – 6.18).

(d) Mechanism for Detecting Errors

i) Publicise the cross-checking mechanisms to deter deliberate non-disclosure and fraudulent attempts by applicants or recipients (para. 6.21);

ii) Consider conducting random checks on HDA cases and NDA cases involving recipients aged below 70 (para. 6.22);

iii) Tighten up the guidelines for determining the cause(s) of overpayment in individual cases to ensure more prudent and rigorous deliberations (para. 6.23 – 6.25).

(e) Repayment

To continue to recover overpayment of allowance having due

regard to evidence in cases brought to its attention (para. 6.26).

8

FINAL REMARKS

COMMENTS FROM SWD

8.1 SWD has made some comments on our draft investigation report, which we have duly considered and, where appropriate, incorporated into the report.

8.2 However, on the issue of recovery of overpayment, SWD's and our views remain somewhat different.

8.3 DSW has commented as follows:

> "To safeguard the public purse, as matter of principle SWD will seek repayment of overpaid allowance in all cases. The fact that the recipient has provided true and complete information *per se* does not mean that we should deviate from this principle. But our aim is to work out a fair and equitable repayment arrangement with the recipient concerned to avoid undue hardship."

FINAL REMARKS FROM THE OMBUDSMAN

8.4 The Ombudsman in principle endorses SWD's determination to

safeguard the public purse and to seek reimbursement. However, we maintain that SWD should duly consider evidence in cases brought to its attention to ensure that such cases are resolved fairly and equitably, particularly where maladministration can be established. In this context and particularly with the system of self-declaration, we consider it fair for the onus to be on the recipients to prove that they had provided SWD with true, accurate and complete information relating to eligibility.

8.5 This issue apart, The Ombudsman appreciates SWD's reassurance to keep under review its services to DA recipients and general acceptance of our recommendations. We will monitor its progress of implementation.

8.6 Finally, The Ombudsman thanks DSW and his staff for assistance throughout this investigation.

Office of The Ombudsman
Ref. OMB/DI/151
November 2006

LIST OF ANNEXES

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Annex 1
(Para. 2.5)

Definition of 'severely disabled'

A person will be considered as severely disabled within the meaning of the SSA Scheme if he/she is certified by the Director of Health or the Chief Executive, Hospital Authority (or under exceptional circumstances by a registered medical practitioner of a private hospital) as falling into one of the following categories:

a. Disabling physical condition or blind

This means that a person is in a position broadly equivalent to a person with a 100% loss of earning capacity according to the criteria in the First Schedule of the Employees' Compensation Ordinance (Cap. 282):

(1) Loss of functions of two limbs
(2) Loss of functions of both hands or all fingers and both thumbs
(3) Loss of functions of both feet
(4) Total loss of sight
(5) Total paralysis (quadriplegia)
(6) Paraplegia
(7) Illness, injury or deformity resulting in being bedridden
(8) Any other conditions including visceral diseases resulting in total disablement

b. Disabling mental condition

This means that a person is suffering from a mental condition which produces a degree of disability broadly equivalent to that in category (a) above:

(1) Organic brain syndrome
(2) Mental retardation
(3) Psychosis
(4) Neurosis
(5) Personality disorder
(6) Any other conditions resulting in total mental disablement

c. Profoundly deaf

This means that a person, who suffers from a perceptive or mixed deafness with a hearing loss of 85 decibels or more in the better ear for pure tone frequencies of 500, 1000 and 2000 cycles per second, or 75 to 85 decibels with other physical handicaps such as lack of speech and distortion of hearing.

嚴重殘疾的定義

要在本計劃下評定為嚴重殘疾，申請人必須經由衛生署署長或醫院管理局行政總裁（或在極為特殊情況下由私家醫院註冊醫生）證明，申請人的殘疾情況是屬於下述任何一項：

甲．肢體殘障或雙目失明

指根據香港法例第282章（僱員補償）條例附表一所定準則，殘疾程度大致上相等於失去百分之一百謀生能力：

(1) 失去四肢其中之二的功能
(2) 失去雙手或全部十隻手指的功能
(3) 失去雙足的功能
(4) 雙目完全失明
(5) 全身癱瘓
(6) 下身癱瘓
(7) 因疾病、殘疾以致長期臥床
(8) 其他任何情況包括器官殘障以致身體全部殘疾

乙．心智機能上嚴重缺陷

心智機能的情況，大致上和以上（甲）類的殘疾情況相等：

(1) 腦器官病癥狀
(2) 弱智
(3) 精神病
(4) 神經官能病
(5) 性格失常
(6) 其他任何情況而導致失去全面心智機能

丙．聽覺極度受損

被審定為知覺性或混合性失聽，而失聽程度較輕的耳朵對每秒五百、一千及二千週的純音頻率失聽達八十五分貝或以上，或失聽在七十五至八十五分貝之間而同時有其他身體殘障，如缺乏語言能力及聽音不準。

Annex 2
(Para. 2.6)

Changes in Terminology
for "Government or subvented residential institution" ("政府或受資助院舍")

Year	Chinese version	English version
1988	公立或政府資助<u>院所</u>	a Government / subvented **institution**
1994	公立或政府資助<u>院所</u>或醫院管理局轄下醫院	a Government / subvented **institution** / medical institution under the Hospital Authority
1999	政府或受資助<u>院舍</u>或醫院管理局轄下的醫療機構	a Government or subvented **residential institution** or medical institution under the Hospital Authority
2002	入住政府或受資助<u>院舍</u>（包括政府在合約院舍內的資助宿位及透過買位計劃或改善買位計劃下購買的安老院舍宿位）或醫院管理局轄下的醫療機構	a Government / subvented **residential institution** (including a Government subsidized place in a contract home or purchased from a residential care home for the elders under the Bought Place Scheme or the Enhanced Bought Place Scheme) / medical residential institution under the Hospital Authority
Aug 2005	入住政府或受資助<u>院舍</u>（包括政府在合約院舍內的資助宿位及透過買位計劃或改善買位計劃下購買的安老院舍宿位）或醫院管理局轄下的醫療機構或<u>在教育統籌局轄下的特殊學校寄宿</u>	a Government / subvented **residential institution** (including a Government subsidized place in a contract home or purchased from a residential care home for the elders under the Bough Place Scheme or the Enhanced Bought Place Scheme) / medical residential institution under the Hospital Authority or **boarding in a special school under the Education and Manpower Bureau**

(Print emphasis by Ombudsman Office)

Annex 3
(Para. 2.8)

此欄供本署填寫 For official use

檔案編號 Casefile Reference	☐☐☐ - S - ☐☐☐☐☐☐
申請日期 Date of Application	☐☐☐☐ 年 Year ☐☐ 月 Month ☐☐ 日 Day

社會福利署
Social Welfare Department

公共福利金計劃 Social Security Allowance Scheme
申請表 Application Form

注意：此表格免費派發。填寫前，請先詳閱「公共福利金計劃申請指引」。請用黑色或藍色原子筆，以正楷填寫。如書寫錯誤，請用筆刪改，並在旁簽署作實，切勿使用塗改液。

Note: This form is issued free of charge. Please read carefully the 'Application for Social Security Allowance Guidance Notes' and complete all items in this form in block letters with a blue or black pen. Please cross out any incorrect entries and sign against the amendment. Do not use correction fluid.

請根據你所申請的津貼，選擇下列其中一項。Please select one in accordance with the type of allowance you would like to apply.

☐ 普通高齡津貼 Normal Old Age Allowance ☐ 普通傷殘津貼 Normal Disability Allowance

☐ 高額高齡津貼 Higher Old Age Allowance ☐ 高額傷殘津貼 Higher Disability Allowance

第一部分 申請人/申請人配偶/監護人/受委人/受託人的個人資料
Part 1 Personal data of Applicant / Applicant's Spouse / Guardian / Appointee / Agent

申請人的個人資料
Applicant's personal data

姓名 (中文) Name in Chinese ________ (英文) Name in English ________

身份證明文件號碼 Identity document number ________

類別 Type of identity document ☐ 香港身份證 HK Identity Card ☐ 香港出生證明書 HK Birth Certificate ☐ 其他 (請註明) Others(Please specify) ________

性別 Sex ☐ 男 Male ☐ 女 Female

出生日期 Date of birth ____ 年 Year ____ 月 Month ____ 日 Day

出生地點 Place of birth ☐ 香港 Hong Kong ☐ 內地 Mainland ☐ 其他 (請註明) Others(Please specify) ________

國籍 Country of origin ☐ 中國 China ☐ 其他(請註明) Others(Please specify) ________

取得香港居民身份日期 Date of acquiring Hong Kong resident status ____ 年 Year ____ 月 Month ____ 日 Day

方言 Dialect spoken ☐ 廣州話 Cantonese ☐ 其他 (請註明) Others(Please specify) ________

婚姻狀況 Marital status ☐ 從未結婚 Never married ☐ 已婚 Married ☐ 離婚 Divorced ☐ 分居 Separated ☐ 喪偶 Widowed ☐ 同居 Cohabited

教育程度 Education level ☐ 未受教育 No schooling ☐ 幼稚園 / 幼兒中心 Kindergarten / child care centre ☐ 小學 Primary ☐ 中學 *1-3/4-5/6-7 年級 Secondary *1-3/4-5/6-7

☐ 專業教育 (完成*中三 / 中五後入讀) Technical / vocational training / commercial school (post *F.3 / F.5)

☐ 專上教育 (*非學位 / 學位 / 深造課程) Tertiary(*non-degree / degree-undergraduate level/ degree-post-graduate level)

住址 Residential address *香港/九龍/新界 *HK/KLN/NT ________

居所類別 Accommodation status ☐ 自置 Self-owned ☐ 租住 Rented ☐ 其他 (請註明) Others(Please specify) ________

電話號碼 Telephone number ________

通訊地址 Correspondence address *香港/九龍/新界 *HK/KLN/NT ________

(如與住址不同，始須填寫)
(Only if different from residential address)

流動電話號碼 Mobile phone number ________

☐ 請在適當方格內填上「√」號。Tick as appropriate.

* 請刪去不適用字句。Delete whichever is inappropriate.

SWD307 (Rev.) (10/2005)

申請人配偶的個人資料(只適用於七十歲以下的高齡津貼申請人)
Spouse's personal data(for Old Age Allowance applicant aged under 70 only)

姓名 (中文) Name in Chinese ______ (英文) Name in English ______

身份證明文件號碼 Identity document number ______ 類別 Type of identity document □香港身份證 HK Identity Card □其他 (請註明) Others(Please specify) ______

性別 Sex □男 Male □女 Female 出生日期 Date of birth ______ 年 Year ______ 月 Month ______ 日 Day

住址 Residential address *香港/九龍/新界 *HK/KLN/NT ______
(如與申請人住址不同，始須填寫)
(Only if different from applicant's residential address)

電話號碼 Telephone number ______ 流動電話號碼 Mobile phone number ______

*監護人/受委人的個人資料(只適用於十八歲以下或未能親自提出申請的傷殘津貼申請人)
*Guardian/Appointee's personal data(for Disability Allowance applicant aged under 18 or unfit to apply only)

姓名 (中文) Name in Chinese ______ (英文) Name in English ______

身份證明文件號碼 Identity document number ______ 類別 Type of identity document □香港身份證 HK Identity Card □其他 (請註明) Others (Please specify) ______

與申請人關係 Relationship with applicant ______ 關係證明文件 Proof of relationship □香港出生證明書 HK Birth Certificate □其他 (請註明) Others (Please specify) ______

住址 Residential address *香港/九龍/新界 *HK/KLN/NT ______

電話號碼 Telephone number ______ 流動電話號碼 Mobile phone number ______

受託人的個人資料(只適用於本署接納為有需要授權第三者領款的申請人)
Agent's personal data(for applicant who requires the third party to act as an agent with acceptable reason only)

姓名 (中文) Name in Chinese ______ (英文) Name in English ______

身份證明文件號碼 Identity document number ______ 類別 Type of identity document □香港身份證 HK Identity Card □其他 (請註明) Others (Please specify) ______

與申請人關係 Relationship with applicant ______ 住址 Residential address *香港/九龍/新界 *HK/KLN/NT ______

電話號碼 Telephone number ______ 流動電話號碼 Mobile phone number ______

第二部分 居港規定(只適用於十八歲或以上的申請人)
Part 2 Residence requirements(for applicant aged 18 or above only)

1. 申請人在 2004 年 1 月 1 日前是否已成為香港居民？ □是 (請填寫本部第 3 項) □否
Has the applicant become a Hong Kong resident before 1 January 2004? Yes (Please complete item 3 in this part) No

2. 申請人在申請日前是否已成為香港居民最少七年？ □是 □否
Has the applicant been a Hong Kong resident for at least seven years before the date of application? Yes No

3. 請在下列句子中選擇其中一項，以說明在緊接申請前一年的離港日數。
Please select one sentence below to state the total number of days of absence during the one-year period immediately before the date of application.

□ 申請人在緊接申請前一年離港共 ______ 天。
The applicant has been absent from Hong Kong for a total of ______ days during the one-year period immediately before the date of application.

□ 申請人在緊接申請前一年內並無離港超過 56 天。
The applicant has been absent from Hong Kong for not more than 56 days during the one-year period immediately before the date of application.

□ 申請人未能確定在緊接申請前一年內的離港日數。
The applicant cannot ascertain the exact number of days of absence from Hong Kong during the one-year period immediately before the date of application.

□ 請在適當方格內填上「√」號。 Tick as appropriate.
* 請刪去不適用字句。 Delete whichever is inappropriate.

第三部分 — 申請人及其配偶的入息及資產(只適用於七十歲以下的高齡津貼申請人，詳情請參閱「公共福利金計劃申請指引」第7頁註二)。
Part 3 Monthly income and assets value of the applicant and spouse(for Old Age Allowance applicant aged under 70 only, please refer to 'Application for Social Security Allowance Guidance Notes' on Page 9 Note 2 for details).

甲. 每月入息(不包括子女、親戚或朋友等金錢上的津助)
A. Income per month(excluding contribution from family members, relatives and friends, etc.)

	申請人 Applicant	配偶 Spouse
1. 工資、手工業或生意上的入息等 Wages from employment, income from handiwork, business, etc.	☐ 沒有 No ☐ 有 Yes $ ______	☐ 沒有 No ☐ 有 Yes $ ______
2. 退休金/長俸 Pension	☐ 沒有 No ☐ 有 Yes $ ______	☐ 沒有 No ☐ 有 Yes $ ______
3. 從收租所得的純利 Net profit on rentals collected	☐ 沒有 No ☐ 有 Yes $ ______	☐ 沒有 No ☐ 有 Yes $ ______
總入息 Total income	$ ☐☐☐☐☐☐ ☐☐	$ ☐☐☐☐☐☐ ☐☐

乙. 資產 (有關「資產」的定義，請參閱「公共福利金計劃申請指引」第7頁註二)
B. Assets (See definition of 'assets' at Note 2 on page 9 of 'Application for Social Security Allowance Guidance Notes')

	申請人 Applicant	配偶 Spouse
1. 土地/非自住物業(包括在香港、澳門、內地及海外國家/地區所擁有) Land/non-owner occupied property (including those in Hong Kong, Macau, the Mainland or overseas countries/ territories)	☐ 沒有 No ☐ 有 Yes $ ______	☐ 沒有 No ☐ 有 Yes $ ______
2. 現金 Cash in hand	☐ 沒有 No ☐ 有 Yes $ ______	☐ 沒有 No ☐ 有 Yes $ ______
3. 銀行儲蓄 Bank savings	☐ 沒有 No ☐ 有 Yes $ ______	☐ 沒有 No ☐ 有 Yes $ ______
4. 股份/股票 Investment in shares and stock	☐ 沒有 No ☐ 有 Yes $ ______	☐ 沒有 No ☐ 有 Yes $ ______
5. 金條/金幣等 Gold bars and gold coins, etc.	☐ 沒有 No ☐ 有 Yes $ ______	☐ 沒有 No ☐ 有 Yes $ ______
6. 商業車輛(例如的士及公共小巴)及其牌照 Vehicle for investment (e.g. taxi and public light bus) and its business licence	☐ 沒有 No ☐ 有 Yes $ ______	☐ 沒有 No ☐ 有 Yes $ ______
7. 其他 (請註明) Others (Please specify) ______	☐ 沒有 No ☐ 有 Yes $ ______	☐ 沒有 No ☐ 有 Yes $ ______
總值 Total value	$ ☐☐☐☐☐☐ ☐☐	$ ☐☐☐☐☐☐ ☐☐

☐ 請在適當方格內填上「√」號。 Tick as appropriate.
* 請刪去不適用字句。 Delete whichever is inappropriate.

第四部分 入住政府或受資助院舍/醫院管理局轄下的醫療機構或在教育統籌局轄下的特殊學校寄宿（只適用於高額傷殘津貼申請人）
Part 4 Admission to a government/subvented residential institution/medical residential institution under the Hospital Authority or boarding in a special school under the Education and Manpower Bureau (for Higher Disability Allowance applicant only)

甲. 申請人是否現正入住政府或受資助院舍(包括政府在合約院舍內的資助宿位或透過改善買位計劃下購買的安老院舍宿位)或醫院管理局轄下的醫療機構或在教育統籌局轄下的特殊學校寄宿？

A. Whether the applicant is now residing in a government / subvented residential institution (including a government subsidised place in a contract home or purchased from a residential care home for the elders under the Enhanced Bought Place Scheme) / medical residential institution under the Hospital Authority or boarding in a special school under the Education and Manpower Bureau?

☐ 否 No　　☐ 是 (請註明如下) Yes (Please specify as below)

院舍/醫療機構/特殊學校名稱 Name of institution/special school	入住日期 Date of admission

乙. 申請人是否已獲派宿位將會入住政府或受資助院舍(包括政府在合約院舍內的資助宿位或透過改善買位計劃下購買的安老院舍宿位)或醫院管理局轄下的醫療機構或在教育統籌局轄下的特殊學校寄宿？

B. Has the applicant been allocated a place in a government / subvented residential institution (including a government subsidised place in a contract home or purchased from a residential care home for the elders under the Enhanced Bought Place Scheme) / medical residential institution under the Hospital Authority or a boarding place in a special school under the Education and Manpower Bureau?

☐ 否 No　　☐ 是 (請註明如下) Yes (Please specify as below)

院舍/醫療機構/特殊學校名稱 Name of institution/special school	入住日期 Date of admission

第五部分 旅遊證件
Part 5 Travel document

申請人是否持有任何*有效的*或*已過期的*或*已失效的*旅遊證件？
Does the applicant possess any *valid* or *expired* or *invalid* travel document(s)?

☐ 沒有 No　　☐ 有 (請註明如下) Yes (Please specify as below)

證件類別 Document type	證件號碼 Document number	簽發日期 Date of issue	有效期至 Date of expiry

☐ 請在適當方格內填上「√」號。 Tick as appropriate.
* 請刪去不適用字句。 Delete whichever is inappropriate.

第六部分 *申請人/監護人/受委人/受託人的銀行帳戶資料(自動轉帳用)
Part 6 *Applicant's / Guardian's / Appointee's / Agent's account particulars(for auto-payment)

帳戶持有人名稱 (中文) Account name in Chinese ____________ (英文) Account name in English ____________

銀行名稱 Name of bank ____________

帳戶號碼 Account number ____________

第七部分 親友的個人資料(隨意提供)
Part 7 Relative's / Friend's personal data(optional)

姓名 (中文) Name in Chinese ____________ (英文) Name in English ____________

與申請人關係 Relationship with applicant ____________

通訊地址 Correspondence address ____________

電話號碼 Telephone number ____________ 流動電話號碼 Mobile phone number ____________

第八部分 其他資料(例如其他福利服務需要)
Part 8 Other information(e.g. other welfare needs)

請註明 Please specify ____________

____

____

____

第九部分 聲明及保證
Part 9 Declaration and undertaking

本人(即下方簽署人)現聲明據本人所知，本表以上所列各項資料是正確無訛。
I, the undersigned, DECLARE that to the best of my knowledge and belief, the information in the above items is true.

如以上表內所列的資料有任何改變，或*本人/申請人離開香港、被拘禁，本人將從速向社會福利署申報。
I undertake to report immediately to the Social Welfare Department any changes in the particulars contained herein. I further undertake to report immediately to the Social Welfare Department *my/the applicant's departure from Hong Kong or imprisonment.

☐ 請在適當方格內填上「√」號。 Tick as appropriate.
* 請刪去不適用字句。 Delete whichever is inappropriate.

本人完全明白並同意社會福利署因為*本人/申請人申請公共福利金及社會福利署提供的其他服務而需要索取有關資料。本人亦同意該等記錄及資料可以被提交社會福利署轄下其他單位、有關的政府部門及其他非政府機構，以方便*本人/申請人向社會福利署提出的各項申請。本人亦明白可以向社會福利署查閱該等資料及作出修改。
I fully understand the purpose and agree to the Social Welfare Department obtaining information from me for the purpose of applying for Social Security Allowance. I agree that these data and other related information contained in subsequent case records or social enquiry reports can be shared with other Social Welfare Department offices or government departments or related non-governmental organizations to facilitate *my/the applicant's application for assistance and service from the Social Welfare Department. I understand that I can approach the Social Welfare Department on personal data access and data correction matters.

本人承諾會通知*本人/申請人的家庭成員及其他有關人士，他們的個人資料已提供予社會福利署作本申請用途。
I undertake to inform the other members of *my/the applicant's household and other relevant persons that their personal data have been provided to the Social Welfare Department for the purpose of this application.

本人同意社會福利署就*本人/申請人領取公共福利金事而進行有關的調查，包括向入境事務處、各政府部門、銀行及其他團體、人士索取*本人/申請人/和配偶的個人資料及記錄（例如*本人/申請人的出入境電腦資料）用來進行資料核對程序。本人亦同意該等政府部門、銀行及其他團體、人士將所需資料及記錄提供予社會福利署。
I consent to any investigations into the circumstances relating to *my/the applicant's receipt of Social Security Allowance being carried out by the Social Welfare Department, including but not limited to asking the Immigration Department, other government departments, banks and other parties to match *my/the applicant's personal data relating to *my/the applicant's receipt of Social Security Allowance with *my/the applicant's personal data held by such other departments or such other parties (such as travel records held on the computer) *and those of *my/the applicant's spouse. I also consent to such government departments, banks and parties providing the requested data and records to the Social Welfare Department.

*本人/申請人並無向社會福利署申請或領取*公共福利金/綜合社會保障援助。
No application for *Social Security Allowance/Comprehensive Social Security Assistance has been made by *me/the applicant nor *am I/is the applicant receiving *Social Security Allowance/Comprehensive Social Security Assistance from the Social Welfare Department.

如*本人/申請人入住政府或受資助院舍或醫院管理局轄下的醫療機構，本人將從速向社會福利署申報(只適用於高額傷殘津貼申請人)。
I undertake to report immediately to the Social Welfare Department *my/the applicant's admission to a government or subvented residential institution or medical residential institution under the Hospital Authority (for Higher Disability Allowance applicant only).

由________年______月______日起，如*本人/申請人/和配偶的每月總入息或資產總值超逾社會福利署所定的限額，本人必須向社會福利署申報（以書面通知為準）。本人明白如不申報，將有被檢控的可能（只適用於七十歲以下的高齡津貼申請人）。
I undertake to notify the Social Welfare Department (in writing) if, after ____________________ (date), the monthly income or assets of *myself/the applicant/and spouse exceed the limits set by the Social Welfare Department. I understand that if I fail to notify the Department, I shall render myself liable to prosecution (for Old Age Allowance applicant aged under 70 only).

本人*同意/不同意津貼金直接存入申請人的銀行帳戶（只適用於十五歲至十七歲心智健全的申請人而其申請須由監護人或受委人簽署）。
I *agree/do not agree that the allowance be paid directly into the applicant's bank account (applicable only to mentally sound applicants aged 15-17 whose applications have to be signed by guardian/appointee).

本人同意社會福利署從*本人/申請人/受託人的銀行帳戶 ________________________________ 取回任何多領的款項。
I agree to the Social Welfare Department to recover any overpayment received for *me/the applicant from *my/the applicant's/ the agent's bank account no. ________________________________ held for *my/the applicant's use and benefit.

本人亦同意 ____________________________ (銀行名稱)，從*本人/申請人/受託人上述的銀行帳戶，扣除經社會福利署核實多領的款項。
I also agree to ____________________________ (name of Bank) to debit *my/the applicant's/ the agent's bank account as specified above from time to time with any amount certified by the Social Welfare Department as overpayment.

本人明白如本人蓄意或存心提供不正確資料或隱瞞任何事項，或錯誤引導社會福利署，以圖獲得現金援助，將有被檢控的可能。
I understand that if I knowingly or willfully make any false statement or withhold any information, or otherwise mislead the Social Welfare Department for the purpose of obtaining payments, it will render me liable to prosecution.

以上聲明，本人已詳細閱讀，本人亦完全明白。
The above statement has been read by me and well understood by me.

*申請人/監護人/受委人 *簽名/指模
*Signature/Thumbprint of *applicant/guardian/appointee ________________________

見證人 *簽名/指模
*Signature/Thumbprint of witness ________________________

見證人姓名
Name of witness ________________________

日期
Date ________________________

☐ 請在適當方格內填上「√」號。 Tick as appropriate.

* 請刪去不適用字句。 Delete whichever is inappropriate.

_意事項
Important notes

1. 在遞交申請表前，應確定有關部分完全填妥。否則本署會將申請表退回給你重新填寫。這將延誤處理你的申請。
Please ensure the relevant parts of the application form are fully completed before submission. Otherwise, the Social Welfare Department will return it to you for completion. This will delay the processing of your application.

✧ 普通高齡津貼申請人應填妥以下部分：
Normal Old Age Allowance applicant should complete the following parts :

第一部分 Part 1	申請人/申請人配偶/監護人/受委人/受託人的個人資料 Personal data of Applicant / Applicant's Spouse / Guardian / Appointee / Agent
第二部分 Part 2	居港規定 Residence requirements
第三部分 Part 3	申請人及其配偶的入息及資產 Monthly income and assets value of the applicant and spouse
第五部分 Part 5	旅遊證件 Travel document
第六部分 Part 6	申請人/監護人/受委人/受託人的銀行帳戶資料 Applicant's / Guardian's / Appointee's / Agent's account particulars
第九部分 Part 9	聲明及保證 Declaration and undertaking

✧ 高額高齡津貼申請人應填妥以下部分：
Higher Old Age Allowance applicant should complete the following parts :

第一部分 Part 1	申請人/申請人配偶/監護人/受委人/受託人的個人資料 Personal data of Applicant / Applicant's Spouse / Guardian / Appointee / Agent
第二部分 Part 2	居港規定 Residence requirements
第五部分 Part 5	旅遊證件 Travel document
第六部分 Part 6	申請人/監護人/受委人/受託人的銀行帳戶資料 Applicant's / Guardian's / Appointee's / Agent's account particulars
第九部分 Part 9	聲明及保證 Declaration and undertaking

✧ 普通傷殘津貼申請人應填妥以下部分：
Normal Disability Allowance applicant should complete the following parts :

第一部分 Part 1	申請人/申請人配偶/監護人/受委人/受託人的個人資料 Personal data of Applicant / Applicant's Spouse / Guardian / Appointee / Agent
第二部分 Part 2	居港規定 Residence requirements
第五部分 Part 5	旅遊證件 Travel document
第六部分 Part 6	申請人/監護人/受委人/受託人的銀行帳戶資料 Applicant's / Guardian's / Appointee's / Agent's account particulars
第九部分 Part 9	聲明及保證 Declaration and undertaking

✧ 高額傷殘津貼申請人應填妥以下部分：
Higher Disability Allowance applicant should complete the following parts :

第一部分 申請人/申請人配偶/監護人/受委人/受託人的個人資料
Part 1 Personal data of Applicant / Applicant's Spouse / Guardian / Appointee / Agent

第二部分 居港規定
Part 2 Residence requirements

第四部分 入住政府或受資助院舍/醫院管理局轄下的醫療機構或在教育統籌局轄下的特殊學校寄宿
Part 4 Admission to a government/subvented residential institution/medical residential institution under the Hospital Authority or boarding in a special school under the Education and Manpower Bureau

第五部分 旅遊證件
Part 5 Travel document

第六部分 申請人/監護人/受委人/受託人的銀行帳戶資料
Part 6 Applicant's / Guardian's / Appointee's / Agent's account particulars

第九部分 聲明及保證
Part 9 Declaration and undertaking

2. 請準備「公共福利金計劃申請指引」第 19 頁至 20 頁中所應遞交之文件副本，連同填妥的申請表一併以郵遞方式或親自交回社會保障辦事處。已填妥的申請表及證明文件一經遞交，恕不退回。如有需要，請你自行保存一份副本以備查閱。
Please prepare copies of all relevant supporting documents (Please refer to page 23 and 24 of the 'Application for Social Security Allowance Guidance Notes') and return together with the completed application form to social security field unit by post or in person. Completed application and supporting documents, once submitted, are not returnable. If necessary, please retain one copy for your own reference.

此欄供本署填寫 For office use

收表格日期蓋印
Official chop for receipt of application form

調查員簽名
Signature of Investigating Officer ____________________

調查員姓名及職級
Name & rank of Investigating Officer ____________________

調查完成日期
Date of completion of investigation ____________________

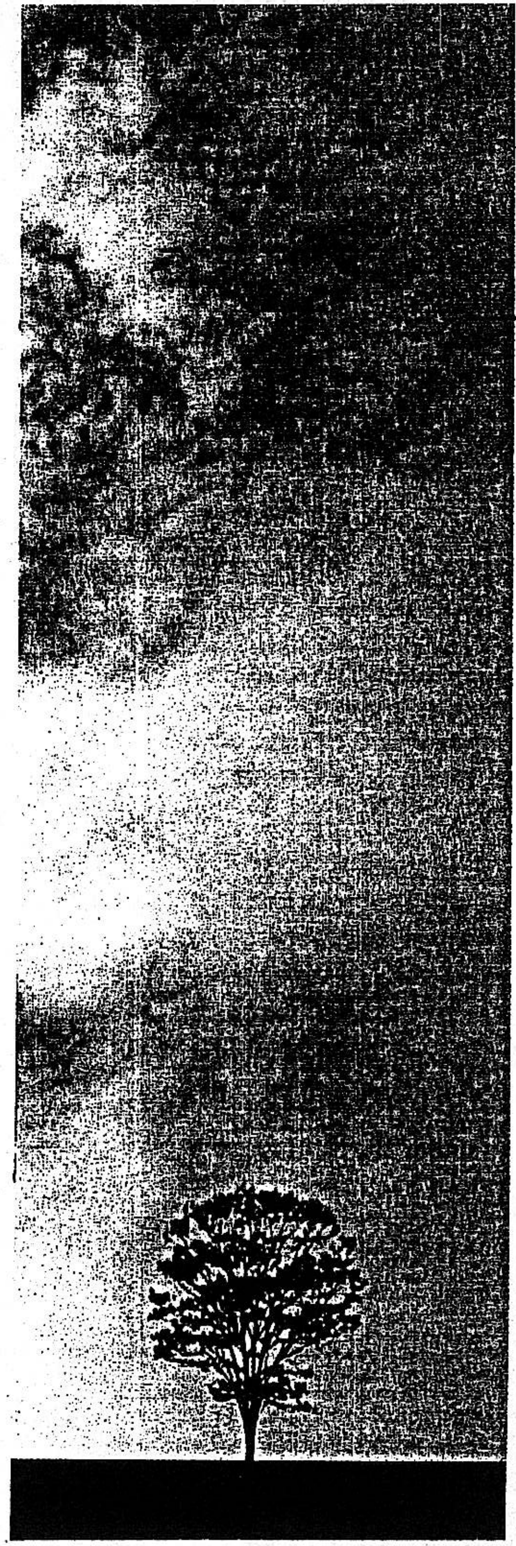
Annex 4
(Para. 2.11)

Social Security



Social Welfare Department

Published by the Social Welfare Department
Designed by the Information Services Department
Printed by the Government Logistics Department
Hong Kong Special Administrative Region Government
8/06



INTRODUCTION

This pamphlet explains the main features of the Social Security Allowance Scheme which includes Normal Disability Allowance, Higher Disability Allowance, Normal Old Age Allowance and Higher Old Age Allowance.

The Scheme is non-contributory. It is designed to provide a monthly allowance to Hong Kong residents who are severely disabled or who are 65 years of age or above to meet special needs arising from disability or old age.

Except for the Normal Old Age Allowance, the allowances paid under the Scheme are non-means-tested.

ELIGIBILITY CRITERIA

A person is eligible for an allowance under the Scheme if he/she:

a. satisfies the following residence requirements:

(1) he/she must have been a Hong Kong resident for at least seven years; and

(2) he/she must have resided in Hong Kong continuously for at least one year immediately before the date of application (absence from Hong Kong up to a maximum of 56 days during the one-year period is treated as residence in Hong Kong).

Note: *(i) Persons whose presence in Hong Kong is unlawful or persons who are permitted to stay in Hong Kong for a purpose other than residence (for example, imported workers or visitors) are excluded from the Scheme.*

(ii) Persons who have become Hong Kong residents before 1 January 2004 are exempted from the residence requirement in a(1) above.

(iii) Hong Kong residents aged below 18 applying for Disability Allowance are exempted from the residence requirements in a(1) and a(2) above.

(iv) In determining whether an applicant has resided in Hong Kong continuously for at least one year immediately before the date of application, consideration can be given to disregarding absences arising from full-time study (for Disability Allowance applicants only) or paid work outside Hong Kong during the one-year period, subject to there being sufficient documentary proof. Where an applicant has been absent from Hong Kong for more than 56 days during the one-year period because of the need to receive medical treatment outside Hong Kong, the Director of Social Welfare can consider exercising his discretion to disregard the absences exceeding the 56-day limit, subject to the reason for and evidence of receiving medical treatment outside Hong Kong being established.

b. continues to reside in Hong Kong (see "Permissible limit of absence from Hong Kong during receipt of allowance" at page 5);

c. is not in receipt of any other allowance under the Scheme or assistance under the Comprehensive Social Security Assistance Scheme;

d. is not under detention or imprisonment; and

e. fulfils the following eligibility criteria required by the individual allowance:

(1) Normal Disability Allowance

- he/she is certified by the Director of Health or the Chief Executive, Hospital Authority (or under exceptional circumstances by a registered medical practitioner of a private hospital) to be severely disabled (see definition of 'severely disabled' at Annex on page 7); and
- his/her disabling condition will persist for at least 6 months.

(2) Higher Disability Allowance

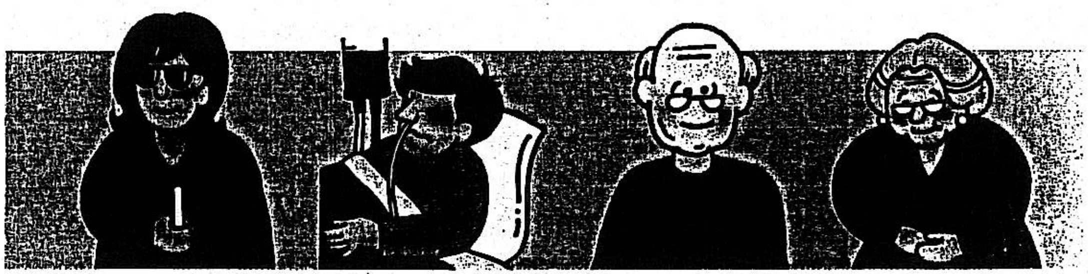
- in addition to meeting the eligibility criteria for Normal Disability Allowance above, he/she must be certified by the Director of Health or the Chief Executive, Hospital Authority (or under exceptional circumstances by a registered medical practitioner of a private hospital) to be in need of constant attendance from others in his/her daily life; and
- he/she is <u>not</u> receiving care in a government or subvented residential institution (including a government subsidized place in a contract home or purchased from a residential care home for the elders under the Enhanced Bought Place Scheme) or a medical residential institution under the Hospital Authority, or boarding in a special school under the Education and Manpower Bureau.

(3) Normal Old Age Allowance

- he/she is aged between 65-69 and is having an income and assets below the prescribed limits (information on the levels of resources limits is obtainable from any social security field unit of the Social Welfare Department).

(4) Higher Old Age Allowance

- he/she is aged 70 or above.



APPLICATION PROCEDURES

The applicant or his/her relative/friend can make an application directly to a social security field unit near to his/her place of residence by phone, by fax, by e-mail, by post or in person. An application may also be made through a referral to the Social Welfare Department by another government department or non-governmental organization. As soon as an application is received, an officer of the Social Welfare Department will make arrangements for an interview with the applicant. After completion of investigation, a formal notification letter will be sent to the applicant. All the application procedures are to be processed in Hong Kong. It will speed up the process of an application if the applicant or his/her guardian/appointee can produce the following documents during the interview:

a. relevant documents confirming the applicant's age and residence in Hong Kong (e.g. Hong Kong Identity Card, Birth Certificate, other acceptable proofs of identity and travel documents);

b. for Disability Allowance application, in addition to the above documents, any previous hospitalization records or hospital/clinic attendance cards to facilitate the arrangement of a medical assessment.

PERSONS UNFIT TO APPLY

If an applicant is aged below 18 without a parent or legal guardian or is an adult aged 18 or above who has been medically certified to be unfit to make a statement on his/her own, an appointee will be appointed by the Director of Social Welfare to act on his/her behalf.

PAYMENT OF ALLOWANCE AND RATE OF ALLOWANCE

Payment will be calculated from the date of receipt of application by the Department (or the date of application or referral if the application is referred by another organization) or the date of eligibility, whichever is the later. Allowances are paid at a flat rate to eligible applicants. Leaflets on the rates of allowance are obtainable on request.

PAYMENT METHOD

Allowance is usually credited to the applicant's/guardian's/appointee's designated bank account monthly. Under exceptional circumstances, special delivery of cash directly to the applicant can be arranged.

PERMISSIBLE LIMIT OF ABSENCE FROM HONG KONG DURING RECEIPT OF ALLOWANCE

Where a recipient has resided in Hong Kong for not less than 90 days in a payment year, his/her temporary absences from Hong Kong will not affect the payment of allowance on condition that the total number of days of absence in the year does not exceed 240 days (applicable to payment years commencing on or after 1 October 2005).

If a recipient has resided in Hong Kong for less than 90 days in a payment year, he/she is not entitled to any 'absence' allowance in that year. In other words, he/she is eligible to receive allowance only for the periods during which he/she has resided in Hong Kong.

Note : (i) *For the purpose of calculating a recipient's absence from Hong Kong, the first payment year refers to the 12-month period from the date when the recipient starts to receive allowance. For example, if a person started to receive allowance from 3 October 2005, the first payment year is from 3 October 2005 to 2 October 2006, the second payment year from 3 October 2006 to 2 October 2007 and so forth.*

(ii) *Subject to there being sufficient documentary proof, consideration can be given to disregarding a Disability Allowance recipient's absences from Hong Kong arising from full-time study and a recipient's absences from Hong Kong arising from paid work outside Hong Kong.*

(iii) *Where a recipient's total number of days of absence from Hong Kong in a payment year has exceeded the permissible limit because of the need to receive medical treatment outside Hong Kong, the Director of Social Welfare can consider exercising discretion to disregard absences exceeding the permissible limit on condition that the recipient has resided in Hong Kong for not less than 90 days in that payment year and that he/she can provide sufficient reason for and evidence of receiving medical treatment outside Hong Kong.*

OTHER WELFARE NEEDS

If, during the course of enquiries into an application for Social Security Allowance, it becomes apparent that the applicant has other welfare needs (e.g. financial assistance or other welfare services), the Social Welfare Department will look into these needs and render appropriate assistance.

APPEALS

If an applicant disagrees with a decision made by the Social Welfare Department, he/she has the right to lodge an appeal with the Social Security Appeal Board, which is composed of non-officials appointed by the Chief Executive. An appeal must be lodged within four weeks immediately following the date of notification of the decision from the Director of Social Welfare. Enquiries about the appeal procedures can be made to any social security field unit.

RESPONSIBILITIES OF THE APPLICANT/GUARDIAN/APPOINTEE

The applicant or his/her guardian/appointee must provide true, correct and complete information to the Social Welfare Department. In case of any change in circumstances, such as change of address, admission to a residential institution (applicable only to those claiming Higher Disability Allowance) and absence from Hong Kong exceeding the permissible limit, the applicant or his/her guardian/appointee must report the change immediately to the Social Welfare Department. The Department conducts data matching with other Government Departments and organizations (including the Immigration Department, Treasury, Correctional Services Department, Land Registry, Companies Registry, Transport Department and the Hospital Authority) to cross-check the information given by the applicant or his/her guardian/appointee. The Department will also conduct random checks on cases through home visits as and when necessary. The applicant or his/her guardian/appointee should cooperate fully with the visiting officers of the Department.

ENQUIRIES

Enquiries about the Social Security Allowance Scheme may be made at the social security field units. For more information on other social security schemes, please visit our Departmental Homepage at http://www.swd.gov.hk.

REPORTING FRAUD AND ABUSE

Obtaining social security allowance by deception or providing false information is a criminal offence. Reports of suspected fraud and abuse cases can be made through the Social Welfare Department's special hotline 2332 0101.

Definition of 'severely disabled'

A person will be considered as severely disabled within the meaning of this Scheme if he/she is certified by the Director of Health or the Chief Executive, Hospital Authority (or under exceptional circumstances by a registered medical practitioner of a private hospital) as falling into one of the following categories :

a. Disabling physical condition or blind

This means that a person is in a position broadly equivalent to a person with a 100% loss of earning capacity according to the criteria in the First Schedule of the Employees' Compensation Ordinance (Cap. 282) :

(1) Loss of functions of two limbs
(2) Loss of functions of both hands or all fingers and both thumbs
(3) Loss of functions of both feet
(4) Total loss of sight
(5) Total paralysis (quadriplegia)
(6) Paraplegia
(7) Illness, injury or deformity resulting in being bedridden
(8) Any other conditions including visceral diseases resulting in total disablement

b. Disabling mental condition

This means that a person is suffering from a mental condition which produces a degree of disability broadly equivalent to that in category (a) above :

(1) Organic brain syndrome
(2) Mental retardation
(3) Psychosis
(4) Neurosis
(5) Personality disorder
(6) Any other conditions resulting in total mental disablement

c. Profoundly deaf

This means that a person, who suffers from a perceptive or mixed deafness with a hearing loss of 85 decibels or more in the better ear for pure tone frequencies of 500, 1 000 and 2 000 cycles per second, or 75 to 85 decibels with other physical handicaps such as lack of speech and distortion of hearing.

Addresses and telephone numbers of social security field units

Office	Address	Tel. No.
Hong Kong		
Central and Western/Islands Social Security Field Unit	3/F, Tung Che Commercial Centre, 246 Des Voeux Road West, Sai Ying Pun	2546 8003
Chai Wan Social Security Field Unit	Level 3, Government Offices, New Jade Garden, 233 Chai Wan Road, Chai Wan	2557 7868
Causeway Bay Social Security Field Unit	Room 1105-1107, 11/F, Stanhope House, 734-738 King's Road, North Point	2562 4788
Wan Chai Social Security Field Unit	Room 2201, 22/F, Southorn Centre, 130 Hennessy Road, Wan Chai	2835 1907
Aberdeen Social Security Field Unit	Unit 1105, 11/F & Unit 1522, 15/F, Tower A, Southmark, 11 Yip Hing Street, Wong Chuk Hang, Aberdeen	2554 6324
East Kowloon		
Lam Tin Social Security Field Unit	G/F, Ping Mei House, Ping Tin Estate, Lam Tin	2346 7583
Ngau Tau Kok Social Security Field Unit	Room 16-19, 17/F, Nan Fung Commercial Centre, 19 Lam Lok Street, Kowloon Bay	2750 2659
Sau Mau Ping Social Security Field Unit	Shop CX310, 3/F, Sau Mau Ping Shopping Centre, Sau Ming Road, Sau Mau Ping	2348 9312
Kwun Tong Social Security Field Unit	Unit 1301-1305, 13/F, Telecom Tower, Wharf T&T Square, 123 Hoi Bun Road, Kwun Tong	2775 1158

Office	Address	Tel. No.
San Po Kong Social Security Field Unit	Unit 701, 7/F, Stelux House, 698 Prince Edward Road East, San Po Kong	2322 9999
Tseung Kwan O Social Security Field Unit	Shop 201A, 2/F, Hau Tak Shopping Centre, Hau Tak Estate, Tseung Kwan O	2701 8843
Tsz Wan Shan Social Security Field Unit	Unit 101, 1/F, Lung Cheung Office Block, 138 Lung Cheung Road, Wong Tai Sin	2327 5002
Wong Tai Sin Social Security Field Unit	Unit 103-106, 1/F, Stelux House, 698 Prince Edward Road East, San Po Kong	2382 3738
West Kowloon		
Kowloon City Social Security Field Unit	Unit 2, 2/F, Chung Hwa Plaza, 5B-5F Ma Hang Chung Road, To Kwa Wan	2760 1679
To Kwa Wan Social Security Field Unit	7/F, To Kwa Wan Government Offices, 165 Ma Tau Wai Road, To Kwa Wan	2334 5442
Sham Shui Po Social Security Field Unit	Room 1310, 13/F, Cheung Sha Wan Government Offices, 303 Cheung Sha Wan Road, Sham Shui Po	2725 5658
Shek Kip Mei Social Security Field Unit	6/F, West Coast International Building, 290-296 Un Chau Street, Sham Shui Po	2776 3443
Lai Chi Kok Social Security Field Unit	G/F, Cheung Sha Wan Community Centre, 55 Fat Tseung Street, Cheung Sha Wan	2720 8613
Yau Tsim Social Security Field Unit	G/F, Yaumatei Carpark Building, Stage II, 250 Shanghai Street, Yau Ma Tei	2384 6707

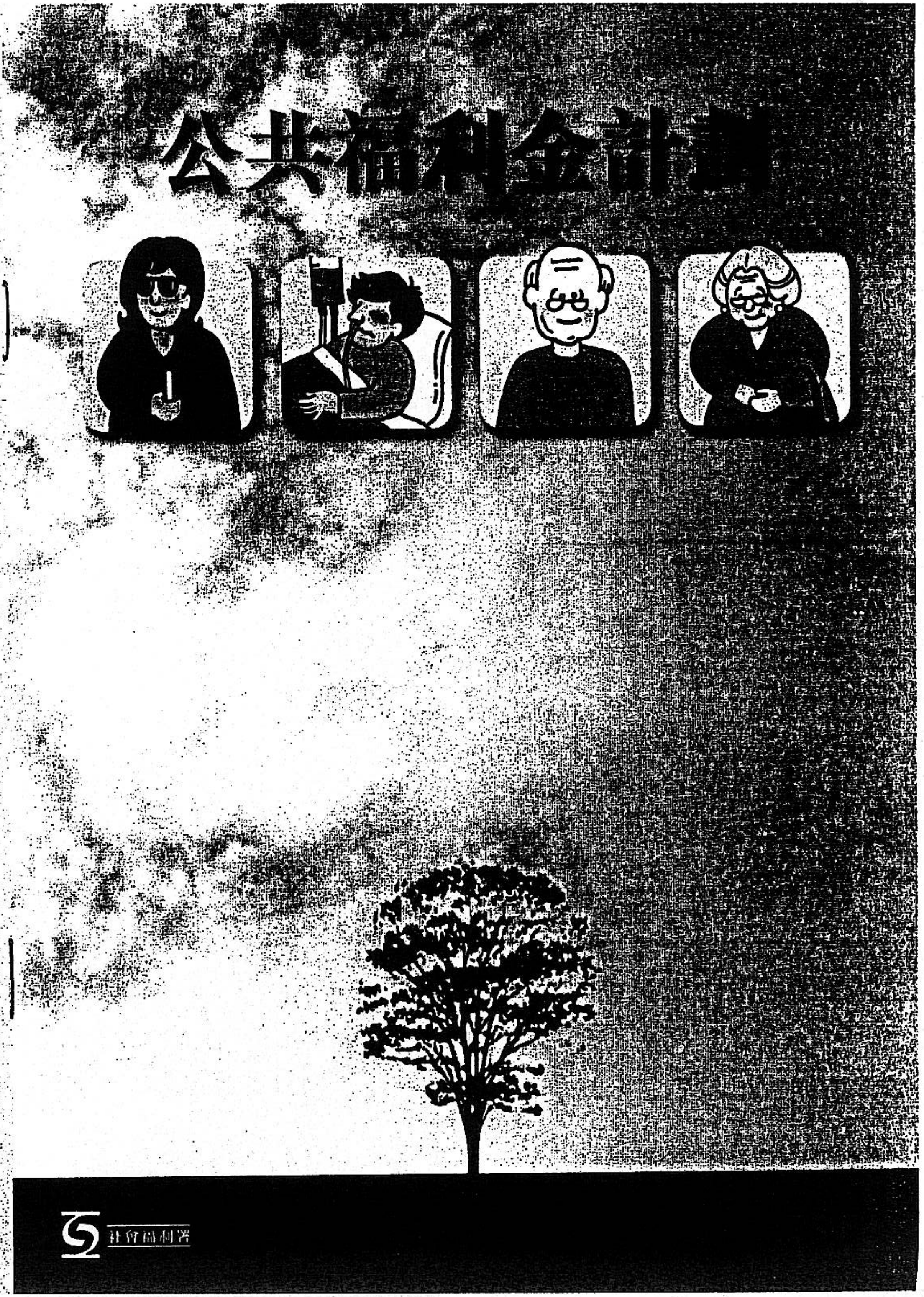
Office	Address	Tel. No.
Mong Kok Social Security Field Unit	22/F, One Mongkok Road Commercial Centre, 1 Mongkok Road, Mongkok	2396 4052
New Territories East		
Fanling Social Security Field Unit	Room 233, 2/F, North District Government Offices, 3 Pik Fung Road, Fanling	2675 1624
Sheung Shui Social Security Field Unit	Shop 202, 2/F, Tin Ping Shopping Centre, Tin Ping Estate, Sheung Shui	2682 4853
Tai Po (South) Social Security Field Unit	4/F, Tai Po Complex, 8 Heung Sze Wui Street, Tai Po Market, Tai Po	3183 9302
Tai Po (North) Social Security Field Unit	4/F, Tai Po Government Offices Building, 1 Ting Kok Road, Tai Po	2665 3717
Sha Tin (South) Social Security Field Unit	Room 834, 8/F, Sha Tin Government Offices, 1 Sheung Wo Che Road, Sha Tin	2158 6721
Sha Tin (North) Social Security Field Unit	Unit 1, M/F, Yu Chui Shopping Centre, 2 Ngau Pei Sha Street, Siu Lek Yuen, Sha Tin	2605 2112
Yuen Long (East) Social Security Field Unit	6/F, Yuen Long Government Offices and Tai Kiu Market, 2 Kiu Lok Square, Yuen Long	2477 2351
Yuen Long (West) Social Security Field Unit	3/F, Yuen Long Government Offices and Tai Kiu Market, 2 Kiu Lok Square, Yuen Long	2443 2500
Tin Shui Wai (South) Social Security Field Unit	G/F, Yiu Fung House, Tin Yiu Estate, Tin Shui Wai	3595 2351
Tin Shui Wai (North) Social Security Field Unit	G/F, Wah Yuet House, Tin Wah Estate, Tin Shui Wai	2443 2604

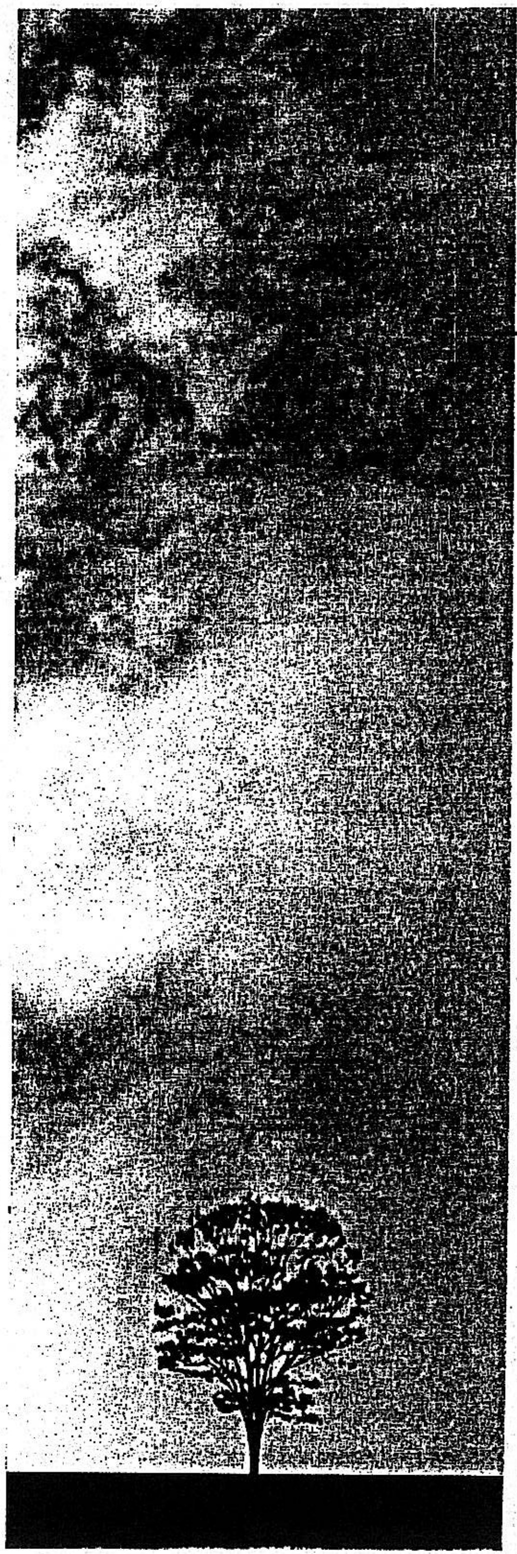
Office	Address	Tel. No.
New Territories West		
Kwai Chung (East) Social Security Field Unit	5/F, Kwai Hing Government Offices, 166-174 Hing Fong Road, Kwai Chung	2421 1028
Kwai Chung (South) Social Security Field Unit	Room 3507-3517, 35/F, Metroplaza, Tower 1, 223 Hing Fong Road, Kwai Chung	2429 2614
Kwai Chung (West) Social Security Field Unit	8/F, Kwai Hing Government Offices, 166-174 Hing Fong Road, Kwai Chung	2422 9510
Tsuen Wan Social Security Field Unit	14/F, Tsuen Wan Government Offices, 38 Sai Lau Kok Road, Tsuen Wan	2417 6316
Tuen Mun Social Security Field Unit	4/F, Tuen Mun Government Offices, 1 Tuen Hi Road, Tuen Mun	2441 7910
Butterfly Social Security Field Unit	Unit 11-18, 27/F, Tuen Mun Parklane Square, 2 Tuen Hi Road, Tuen Mun	2469 4424
Tai Hing Social Security Field Unit	Room 304, 3/F, Tai Hing Government Offices, 16 Tsun Wen Road, Tuen Mun	2467 2927

Social Security Appeal Board / Fraud Investigation Teams / Target Investigation Team / Data Matching Team / Debt Recovery Team / Report Fraud Hotline / Departmental Hotline Service Unit

Office / Address	Tel. No.
Social Security Appeal Board 24/F, Southorn Centre, 130 Hennessy Road, Wan Chai, Hong Kong	2835 1946
Fraud Investigation Teams **Target Investigation Team** **Data Matching Team** Room 1002, 10/F, Skyline Tower, 39 Wang Kwong Road, Kowloon Bay	2382 8073 2782 0187 2735 1256
Debt Recovery Team Room 924, 9/F, Yaumatei Carpark Building, 250 Shanghai Street, Yau Ma Tei, Kowloon	3575 8044
Report Fraud Hotline	2332 0101
Departmental Hotline Service Unit Facsimile No.	2343 2255 2763 5874

社會福利署出版
香港特別行政區政府新聞處設計
政府物流服務署印
8/06





引言

本小冊子概述公共福利金計劃及其申請辦法。此項計劃包括普通傷殘津貼、高額傷殘津貼、普通高齡津貼及高額高齡津貼。

本計劃的目的是為嚴重殘疾或年齡在65歲或以上的香港居民，每月提供現金津貼，以應付因嚴重殘疾或年老而引致的特別需要。申請人無須供款。

除普通高齡津貼外，在本計劃下發放的津貼均無須申請人接受經濟狀況調查。

申請資格

公共福利金計劃的申請人必須符合下列規定，才有資格領取津貼:

甲. 符合下列居港規定：

(1) 已成為香港居民最少七年；及

(2) 在緊接申請日期前連續居港最少一年（在該年內如離港不超過56天，亦視為符合連續居港一年的規定）。

註：*(i) 非法留港的人士，以及並非以定居原因獲准在香港居留的人士（例如輸入勞工和旅客），均不符合資格申請公共福利金。*

(ii) 在2004年1月1日前已成為香港居民的人士可獲豁免上述甲（1）項居港七年的規定。

(iii) 18歲以下的香港居民如申請傷殘津貼可獲豁免上述甲（1）項居港七年及甲（2）項連續居港一年的規定。

(iv) 在核實申請人是否符合在申請日期前連續居港一年的規定時，如申請人在該段時間內在香港以外的地方就學（只適用於傷殘津貼申請人）或從事有薪工作而又能提供文件予以證明，有關的離港日數可獲考慮豁免計算。又如申請人因病需在香港以外的地方接受治療而又能提供足夠理由及文件證明其情況，社會福利署署長可酌情考慮豁免計算有關的離港日數。

乙. 於領款期間，繼續在香港居留（請參閱第5頁之「領取津貼後的離港寬限」）。

丙. 沒有領取本計劃下的其他津貼或綜合社會保障援助。

丁. 並非被拘留或監禁。

戊. 符合下列個別津貼的條件：

(1) 普通傷殘津貼

- 經由衞生署署長或醫院管理局行政總裁（或在極為特殊情況下由私家醫院的註冊醫生）證明為嚴重殘疾（「嚴重殘疾的定義」載於第7頁之附件）；及
- 其嚴重殘疾情況將持續不少於六個月。

(2) 高額傷殘津貼

- 除要符合上述普通傷殘津貼的資格外，還須經由衞生署署長或醫院管理局行政總裁（或在極為特殊情況下由私家醫院的註冊醫生）證實在日常生活中需要他人不斷照顧；及
- <u>並沒有</u>在政府或受資助院舍（包括政府在合約院舍內的資助宿位及透過改善買位計劃下購買的安老院舍宿位）或醫院管理局轄下的醫療機構接受住院照顧，或在教育統籌局轄下的特殊學校寄宿。

(3) 普通高齡津貼

- 年齡在65至69歲之間而收入及資產並沒有超過規定的限額（有關入息及資產限額的資料，可向本署的任何一間社會保障辦事處索取）。

(4) 高額高齡津貼

- 年齡在70歲或以上。



申請津貼手續

申請人可親自或由親友代其前往區內的社會保障辦事處或用電話、傳真、電郵或郵遞方式提出申請，或由政府部門或其他非政府機構轉介。本署接到申請後，會安排職員會見申請人。當完成調查後，本署會發出申請結果通知書給申請人。所有申請手續均須在香港辦理。如申請人或其監護人/受委人能夠提供下列文件，將有助縮短處理申請的時間:

甲. 有關年齡及居港的證明文件(如香港身份證、出生證明書或其他認可的身份證明文件及旅行證件等)。

乙. 傷殘津貼申請人除須提供上述文件外，亦應提供以往的留醫紀錄或覆診咭，以便本署安排申請人接受所需的醫療評估。

未能親自提出申請的人士

如申請人未滿18歲而沒有家長或法定監護人，或申請人年滿18歲但經醫生證明身體狀況不適宜親自提出申請，其申請可由社會福利署署長委任一名受委人代其辦理。

津貼的發放及津貼金額

申請人應得的津貼金是由本署收到申請的日期(如由其他機構轉介，則為申請日期或轉介日期)或由申請人符合資格領取津貼的日期起計，但以較後的日期為準。各項津貼均依照劃一金額發放給符合資格的申請人。本署印備有關津貼金額的單張，以供取閱。

付款方法

津貼金通常是按月存入申請人或其監護人/受委人指定的銀行戶口。在特殊情況下，本署可安排將現金直接送交申請人。

領取津貼後的離港寬限

公共福利金受惠人如在付款年度內居港不少於90天，則該年度可離港最多240天(適用於2005年10月1日或之後開始的付款年度)而不影響其領取津貼的資格。

如受惠人在付款年度內居港少於90天，他/她不會享有任何離港寬限，他/她只會獲發在居港期間的津貼。

註：*(i) 本計劃下所指的付款年度，是由申請人符合資格領取津貼的日期起計的每12個月(例如，申請人由2005年10月3日起領取津貼，其個案的第一個付款年度為2005年10月3日至2006年10月2日，而第二個付款年度為2006年10月3日至2007年10月2日)。*

(ii) 如受惠人有需要在香港以外地方就學(只適用於傷殘津貼受惠人)或從事有薪工作而又能提供文件予以證明，有關的離港日數可獲考慮豁免計算。

(iii) 如受惠人因病需要在香港以外地方就醫以致離港日數在一個付款年度內超過離港寬限，社會福利署署長可酌情考慮豁免超出離港寬限的日數，但受惠人必須提供足夠理由和文件證明，以及在該付款年度內在香港居住不少於90天。

其他福利需要

本署在辦理公共福利金申請時，如發現申請人有其他福利需要，例如經濟援助或其他福利服務，會盡力提供適當的援助。

上訴

如申請人不同意本署所作出的決定，可向社會保障上訴委員會提出上訴。該委員會是由行政長官委任的非政府人員組成。上訴必須在社會福利署署長發出決定通知書的日期起計四星期內提出，上訴程序可向社會保障辦事處查詢。

申請人/監護人/受委人的責任

申請人或其監護人/受委人所呈報的資料必須真確及完整，如申請人的狀況有任何改變，例如遷居、入住政府或受資助院舍（只適用於高額傷殘津貼申請人）、離港超過寬限期等，申請人或其監護人/受委人必須立即通知本署。本署現與其他政府部門和有關機構(包括入境事務處、庫務署、懲教署、土地註冊處、公司註冊處、運輸署及醫院管理局)進行資料核對程序，以便查證申請人或其監護人/受委人所呈報的資料。如有需要，本署亦會對高齡或傷殘津貼個案以家訪形式進行抽樣調查，申請人或其監護人/受委人須與到訪的本署職員充分合作。

查詢

如對公共福利金計劃有任何疑問，請向社會保障辦事處查詢。如想知道其他社會保障計劃的資料，歡迎瀏覽社會福利署的網頁或下載有關資料，網址是http://www.swd.gov.hk。

舉報欺詐及濫用

凡以瞞騙或提供虛假資料方式領取公共福利金，即屬違法。任何人士可透過本署的特別熱線電話2332 0101，舉報涉嫌欺詐的個案。

嚴重殘疾的定義

要在本計劃下評定為嚴重殘疾，申請人必須經由衞生署署長或醫院管理局行政總裁（或在極為特殊情況下由私家醫院註冊醫生）證明，申請人的殘疾情況是屬於下述任何一項:

甲. 肢體殘障或雙目失明

指根據香港法例第282章(僱員補償)條例附表一所定準則，殘疾程度大致上相等於失去百分之一百謀生能力:

(1) 失去四肢其中之二的功能
(2) 失去雙手或全部十隻手指的功能
(3) 失去雙足的功能
(4) 雙目完全失明
(5) 全身癱瘓
(6) 下身癱瘓
(7) 因疾病、殘疾以致長期臥床
(8) 其他任何情況包括器官殘障以致身體全部殘疾

乙. 心智機能上嚴重缺陷

心智機能的情況，大致上和以上(甲)類的殘疾情況相等:

(1) 腦器官病癥狀
(2) 弱智
(3) 精神病
(4) 神經官能病
(5) 性格失常
(6) 其他任何情況而導致失去全面心智機能

丙. 聽覺極度受損

被審定為知覺性或混合性失聰，而失聰程度較輕的耳朵對每秒五百、一千及二千週的純音頻率失聽達八十五分貝或以上，或失聽在七十五至八十五分貝之間而同時有其他身體殘障，如缺乏語言能力及聽音不準。

社會福利署各區社會保障辦事處地址及電話

辦事處	地址	電話號碼
港島		
中西區及離島區 社會保障辦事處	西營盤德輔道西246號 東慈商業大廈3樓	2546 8003
柴灣 社會保障辦事處	柴灣柴灣道233號 新翠花園政府合署第3層	2557 7868
銅鑼灣 社會保障辦事處	北角英皇道734-738號 樂基中心11樓1105-1107室	2562 4788
灣仔 社會保障辦事處	灣仔軒尼詩道130號 修頓中心22樓2201室	2835 1907
香港仔 社會保障辦事處	香港仔黃竹坑業興街11號 南匯廣場A座11樓1105室 及15樓1522室	2554 6324
東九龍		
藍田 社會保障辦事處	藍田平田邨 平美樓地下	2346 7583
牛頭角 社會保障辦事處	九龍灣臨樂街19號 南豐商業中心17樓16-19室	2750 2659
秀茂坪 社會保障辦事處	秀茂坪秀明道秀茂坪商場3樓 CX310號舖	2348 9312
觀塘 社會保障辦事處	觀塘海濱道123號九倉電訊廣場 電訊大廈13樓1301-1305室	2775 1158

辦事處	地址	電話號碼
新蒲崗 社會保障辦事處	新蒲崗太子道東698號 寶光商業中心7樓701室	2322 9999
將軍澳 社會保障辦事處	將軍澳厚德邨厚德商場 2樓201A室	2701 8843
慈雲山 社會保障辦事處	黃大仙龍翔道138號 龍翔辦公大樓1樓101室	2327 5002
黃大仙 社會保障辦事處	新蒲崗太子道東698號 寶光商業中心1樓103-106室	2382 3738
西九龍		
九龍城 社會保障辦事處	土瓜灣馬坑涌道5號B至5號F 中華商場2樓2號室	2760 1679
土瓜灣 社會保障辦事處	土瓜灣馬頭圍道165號 土瓜灣政府合署7樓	2334 5442
深水埗 社會保障辦事處	深水埗長沙灣道303號 長沙灣政府合署13樓1310室	2725 5658
石硤尾 社會保障辦事處	深水埗元州街290-296號 西岸國際大廈6樓	2776 3443
荔枝角 社會保障辦事處	長沙灣發祥街55號 長沙灣社區中心地下	2720 8613
油尖 社會保障辦事處	油麻地上海街250號 油麻地停車場大廈第二期地下	2384 6707

辦事處	地址	電話號碼
旺角 社會保障辦事處	旺角旺角道1號 旺角道壹號商業中心22樓	2396 4052
東新界		
粉嶺 社會保障辦事處	粉嶺璧峰路3號 北區政府合署2樓233室	2675 1624
上水 社會保障辦事處	上水天平邨天平商場 2樓202號	2682 4853
南大埔 社會保障辦事處	大埔大埔墟鄉事會街8號 大埔綜合大樓4樓	3183 9302
北大埔 社會保障辦事處	大埔汀角路1號 大埔政府合署4樓	2665 3717
南沙田 社會保障辦事處	沙田上禾輋路1號 沙田政府合署8樓834室	2158 6721
北沙田 社會保障辦事處	沙田小瀝源牛皮沙街2號 愉翠商場M字樓1號	2605 2112
東元朗 社會保障辦事處	元朗橋樂坊2號元朗政府合署 暨大橋街市6樓	2477 2351
西元朗 社會保障辦事處	元朗橋樂坊2號元朗政府合署 暨大橋街市3樓	2443 2500

辦事處	地址	電話號碼
南天水圍 社會保障辦事處	天水圍天耀邨 耀豐樓地下	3595 2351
北天水圍 社會保障辦事處	天水圍天華邨 華悦樓地下	2443 2604
西新界		
東葵涌 社會保障辦事處	葵涌興芳路166-174號 葵興政府合署5樓	2421 1028
南葵涌 社會保障辦事處	葵涌興芳路223號新都會廣場 第一座辦公大樓35樓 3507-3517室	2429 2614
西葵涌 社會保障辦事處	葵涌興芳路166-174號 葵興政府合署8樓	2422 9510
荃灣 社會保障辦事處	荃灣西樓角路38號 荃灣政府合署14樓	2417 6316
屯門 社會保障辦事處	屯門屯喜路1號 屯門政府合署4樓	2441 7910
蝴蝶 社會保障辦事處	屯門屯喜路2號 栢麗廣場27樓11-18室	2469 4424
大興 社會保障辦事處	屯門震寰路16號 大興政府合署3樓304室	2467 2927

社會保障上訴委員會/詐騙案調查隊/重點調查隊/資料核對隊/追收欠款隊/舉報詐騙熱線/社會福利署部門熱線服務

辦事處/地址	電話號碼
社會保障上訴委員會 香港灣仔軒尼詩道130號 修頓中心24樓	2835 1946
詐騙案調查隊 **重點調查隊** **資料核對隊** 九龍灣宏光道39號 宏天廣場10樓1002室	2382 8073 2782 0187 2735 1256
追收欠款隊 九龍油麻地上海街250號 油麻地停車場大廈9樓924室	3575 8044
舉報詐騙熱線	2332 0101
社會福利署部門熱線服務 圖文傳真號碼：	2343 2255 2763 5874

Annex 5
(Para. 2.11)

Notice to Disability Allowance (DA) Applicants/Guardians/Appointees

(A) **Points to note during application**

Disability Allowance comprises Normal Disability Allowance (NDA) and Higher Disability Allowance (HDA). The monthly allowance payable is $1,125 for NDA and $2,250 for HDA. Applicants for DA are not subject to a means test.

(I) Documents required for application

		For applicants aged below 18	For applicants aged 18 or above
1.	The original and photocopy of the applicant's identity document (e.g. birth certificate or Hong Kong Identity Card)	✓	✓
2.	Photocopy of bank passbook (the page showing the account name and account number) of the applicant (joint account is not applicable)	Not applicable	✓
3.	Applicant's travel documents including Passport, HKSAR Re-entry Permit, Certificate of Identity, Home Visit Permit, HKSAR Document of Identity for Visa Purposes, Hong Kong Entry Permit and One-way Permit, etc.	✓	✓
4.	Applicant's hospitalization record and follow-up card	✓	✓
5.	The original and photocopy of the identity document of the applicant's parent/guardian	✓	Not applicable
6.	Photocopy of bank passbook (the page showing the account name and account number) of the applicant's parent/guardian (joint account is not applicable)	✓	Not applicable

(If the applicant is aged below 18 without a parent or legal guardian or is an adult aged 18 or above who has been medically certified to be unfit to make a statement, an appointee will be appointed by the Director of Social Welfare to act on his/her behalf.)

(II) Eligibility Criteria

An applicant is eligible for the allowance if he/she:

		NDA	HDA
1.	satisfies the following residence requirements: (i) he/she must have been a Hong Kong resident for at least seven years; and (ii) he/she must have resided in Hong Kong continuously for at least one year immediately before the date of application (absence from Hong Kong up to a maximum of 56 days during the one-year period is treated as residence in Hong Kong). Note: (1) Persons whose presence in Hong Kong is unlawful or persons who are permitted to stay in Hong Kong for a purpose other than residence (for example, imported workers or visitors) are excluded from the Scheme. (2) Persons who have become Hong Kong residents before 1 January 2004 are exempted from the residence requirement in (i) above. (3) Hong Kong residents aged below 18 applying for Disability Allowance are exempted from the residence requirements in (i) and (ii) above.	✓	✓
2.	is not receiving Old Age Allowance or Comprehensive Social Security Assistance.	✓	✓
3.	is not under detention or imprisonment.	✓	✓
4.	is certified by the Director of Health or the Chief Executive, Hospital Authority (or under exceptional circumstances by a registered medical practitioner of a private hospital) to be severely disabled and his/her disabling condition will persist for at least 6 months.	✓	✓
5.	is certified by the Director of Health or the Chief Executive, Hospital Authority (or under exceptional circumstances by a registered medical practitioner of a private hospital) to be in need of constant attendance from others in his/her daily life but is <u>not</u> receiving such care in a government or subvented residential institution (including a government subsidized place in a contract home or purchased from a residential care home for the elders under the Enhanced Bought Place Scheme) or a medical residential institution under the Hospital Authority, or boarding in a special school under the Education and Manpower Bureau.	Not applicable	✓

(B) Points to note after receipt of allowance

(I) Arrangement of medical re-assessment for continued payment

Before the expiry of last medical certification, staff of the Department will contact the applicant to arrange medical re-assessment to establish his/her continued eligibility for the allowance. Applicants who have been medically certified to be severely disabled permanently are normally not required to undergo medical re-assessment.

(II) Responsibilities of the applicant

Any change in circumstances of the applicant may affect his/her DA entitlement. Therefore, whenever there is a change of the following, the applicant or his/her guardian/appointee or the applicant's friend/relative should report immediately to the concerned Social Security Field Unit of the Department so that timely adjustment to the amount of allowance can be made:

1. absence from Hong Kong exceeding the permissible limit (see Note);
2. detention or imprisonment;
3. death; or
4. admission to or discharge from a government or subvented residential institution (including a government subsidized place in a contract home or purchased from a residential care home for the elders under the Enhanced Bought Place Scheme) or a medical residential institution under the Hospital Authority, or boarding in a special school under the Education and Manpower Bureau (applicable to HDA applicants only).

In case of home removal, the new address and telephone number of the applicant should also be reported immediately to the Department. The Department will transfer the case to the appropriate office, where necessary.

The information provided by the applicant or his/her guardian/appointee must be true, correct and complete. A person who knowingly or wilfully provides false statement or withholds any information in order to obtain the allowance by deception commits a criminal offence. He/She is also breaking the law if he/she has the deliberate intention of not reporting the changes of given information which may cause a reduction of the amount of allowance payable or disqualification for the allowance. The applicant or his/her guardian/appointee may be liable to prosecution. Furthermore, any overpaid allowance must be refunded to the Department.

The Department conducts data matching periodically with other government departments and organizations (including the Immigration Department, Correctional Services Department and Hospital Authority) to cross check information given by the applicant or his/her guardian/appointee. The Department also conducts checks on targeted DA cases through home visits. The applicant or his/her guardian/appointee should cooperate fully with the visiting officers of the Department.

Note: <u>Permissible Limit of Absence from Hong Kong During Receipt of Payment</u>

Where a DA recipient has resided in Hong Kong for not less than 90 days in a payment year, his/her temporary absences from Hong Kong will not affect the payment of allowance on condition that the total number of days of absence in the year does not exceed 240 days (applicable to payment years commencing on or after 1 October 2005).

If a recipient has resided in Hong Kong for less than 90 days in a payment year, he/she is not entitled to any 'absence' allowance in that year. In other words, he/she is eligible to receive allowance only for the periods during which he/she has resided in Hong Kong.

(1) For the purpose of calculating a recipient's absence from Hong Kong, the first payment year refers to the 12-month period from the date when the recipient starts to receive the allowance. For example, if a person started to receive DA from 3 October 2005, the first payment year is from 3 October 2005 to 2 October 2006, the second payment year from 3 October 2006 to 2 October 2007 and so forth.

(2) Absence from Hong Kong means leaving Hong Kong for the Mainland, Macau or overseas countries/ territories.

Social Welfare Department
February 2006

傷殘津貼申請人／監護人／受委人須知

(甲) 申請時須要注意的事項

傷殘津貼分爲普通傷殘津貼及高額傷殘津貼。傷殘津貼申請人無須接受經濟狀況調查。普通及高額傷殘津貼每月金額分別爲1,125元及2,250元。

(一) 申請人在辦理申請傷殘津貼手續時必須攜帶下列證件

		18歲以下的申請人	年滿18歲的申請人
1.	申請人的身份證明文件(如出生證明書或香港身份證)的正本及副本	✓	✓
2.	申請人銀行存摺第一頁的副本（須清楚顯示申請人姓名及戶口號碼，聯名戶口並不適用）	不適用	✓
3.	申請人持有的旅行證件正本（包括護照、香港特別行政區回港證、身份證明書、港澳同胞回鄉證、港澳居民來往內地通行證、香港特別行政區簽證身份書、香港入境許可證及單程通行證等）	✓	✓
4.	申請人的留醫紀錄或覆診咭等	✓	✓
5.	申請人的父／母／監護人身份證明文件（正本及副本）	✓	不適用
6.	申請人的父／母／監護人銀行存摺第一頁的副本(須清楚顯示姓名及戶口號碼，聯名戶口並不適用）	✓	不適用

(如申請人未滿18歲而沒有家長或法定監護人，或申請人年滿18歲但經醫生證明身體狀況不適宜親自提出申請，其申請可由社會福利署署長委任一名受委人代其辦理。)

(二) 領取傷殘津貼的資格

申請人必須符合下列條件，方可獲得津貼：

		普通傷殘津貼	高額傷殘津貼
1.	符合下列居港規定： (i) 已成爲香港居民最少七年；及 (ii) 在緊接申請日前連續居港最少一年(在年內如離港不超過56天，亦視爲符合連續居港一年的規定)。 註： (1) 非法留港的人士，以及並非以定居原因獲准在香港居留的人士(例如，輸入勞工和旅客)，均不符合資格申請公共福利金。 (2) 在2004年1月1日前已成爲香港居民的人士可獲豁免上述(i)項居港七年的規定。 (3) 18歲以下的香港居民如申請傷殘津貼可獲豁免上述(i)項居港七年及(ii)項連續居港一年的規定。	✓	✓
2.	沒有領取高齡津貼或綜合社會保障援助	✓	✓
3.	並非被拘留或監禁	✓	✓
4.	經由衛生署署長或醫院管理局行政總裁(或在極爲特殊情況下由私家醫院的註冊醫生)證明爲嚴重殘疾，而其嚴重殘疾情況將持續不少於六個月	✓	✓
5.	經由衛生署署長或醫院管理局行政總裁(或在極爲特殊情況下由私家醫院的註冊醫生)證實在日常生活中需要他人不斷照顧，而沒有在政府或受資助院舍(包括政府在合約院舍內的資助宿位及透過改善買位計劃下購買的安老院舍宿位)或醫院管理局轄下的醫療機構接受住院照顧，或在教育統籌局轄下的特殊學校寄宿	不適用	✓

(乙) 領取津貼後須要注意的事項

(一) 續領傷殘津貼的醫事評估安排

在有關的醫事評估報告有效期屆滿前，本署職員會聯絡申請人再爲他／她安排接受醫生的檢查，以確定是否繼續符合資格領取傷殘津貼。如申請人已獲證明爲永久嚴重殘疾，一般都無須再接受覆檢。

(二) 申請人或其監護人／受委人的責任

傷殘津貼申請人的情況如有改變，可能影響其應得的津貼金額。因此，如遇下列情況，申請人或其監護人／受委人或親友必須立即通知本署的有關社會保障辦事處，以便及時調整申請人應得的津貼金額：

1. 離開香港日數超過許可期限(註)；
2. 被拘留或監禁；
3. 死亡；或
4. 入住或離開政府或受資助院舍(包括政府在合約院舍內的資助宿位及透過改善買位計劃下購買的安老院舍宿位)或醫院管理局轄下的醫療機構，或在教育統籌局轄下的特殊學校寄宿(只適用於高額傷殘津貼申請人)。

此外，申請人如果遷居，亦須立即將新地址及電話號碼通知本署。如有需要，本署會將其個案轉往有關的社會保障辦事處跟進。

申請人或其監護人／受委人所呈報的資料必須真確及完整，任何人士故意或蓄意向本署提供虛假資料或隱瞞任何資料，以圖獲得津貼，即屬違法。此外，已呈報的資料如有所變更導致津貼金額減少或申請人不符合領取津貼資格，而申請人或其監護人／受委人蓄意不向本署呈報有關資料變更的詳情，亦屬違法。申請人或其監護人／受委人可能因此而被檢控，任何多領的津貼，均須退還本署。

本署現定期與其他政府部門或有關機構(包括入境事務處、懲教署及醫院管理局)進行資料核對程序，以複核申請人或其監護人／受委人所呈報的資料。此外，本署亦會對特定傷殘津貼個案以家訪形式進行抽查。申請人或其監護人／受委人須與到訪的本署職員充分合作。

註： 在領款期間的離港寬限

傷殘津貼受惠人如在付款年度內居港不少於90天，則該年度可離港最多240天(適用於2005年10月1日或之後開始的付款年度)而不影響其領取津貼的資格。

如受惠人在付款年度內居港少於90天，他／她不會享有任何離港寬限，他／她只會獲發在居港期間的津貼。

(1) 付款年度是由申請人符合資格領取津貼的日期起計的每12個月(例如，申請人由2005年10月3日起領取傷殘津貼，其個案的第一個付款年度爲2005年10月3日至2006年10月2日，而第二個付款年度爲2006年10月3日至2007年10月2日)。

(2) 離港是指前往內地、澳門或海外國家／地區。

社會福利署
2006年2月

Annex 6
(Para. 2.11)

社會福利署
Social Welfare Department

Application for Social Security Allowance Guidance Notes

SWD675(1/2006)

Introduction

The Social Security Allowance Scheme includes Normal Old Age Allowance, Higher Old Age Allowance, Normal Disability Allowance and Higher Disability Allowance.

The Scheme is non-contributory. It is designed to provide a monthly allowance to elderly Hong Kong residents aged 65 or above and the severely disabled to meet special needs arising from old age or disability. Except for the Normal Old Age Allowance, the allowances paid under the Scheme are non-means-tested.

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I. Eligibility Criteria

1. An applicant is eligible for the allowance if he/she:

A. Old Age Allowance

		Normal Old Age Allowance	Higher Old Age Allowance
1.	reaches the qualifying age.	aged 65 to 69	aged 70 or above
2.	satisfies the following residence requirements: (i) he/she must have been a Hong Kong resident for at least seven years; and (ii) he/she must have resided in Hong Kong continuously for at least one year immediately before the date of application (absence from Hong Kong up to a maximum of 56 days during the one-year period is treated as residence in Hong Kong). <u>Notes</u>: (1) Persons whose presence in Hong Kong is unlawful or persons who are permitted to stay in Hong Kong for a purpose other than residence (for example, imported workers or visitors) are excluded from the Scheme. (2) Persons who have become Hong Kong residents before 1 January 2004 are exempted from the residence requirement in (i) above. (3) In determining whether an Old Age Allowance applicant has resided in Hong Kong continuously for at least one year immediately before the date of application, consideration can be given to disregarding absences arising from paid work outside Hong Kong during the one-year period, subject to there being sufficient documentary proof.	√	√

		Normal Old Age Allowance	Higher Old Age Allowance
2. (cont'd)	Where an Old Age Allowance applicant has been absent from Hong Kong for more than 56 days during the one-year period because of the need to receive medical treatment outside Hong Kong, the Director of Social Welfare can consider exercising discretion to disregard the absences exceeding the 56-day limit, subject to the reason for and evidence of receiving medical treatment outside Hong Kong being established.	√	√
3.	continues to reside in Hong Kong during receipt of Old Age Allowance (see 'Permissible Limit of Absence from Hong Kong' at Note 1 on page 8).	√	√
4.	is not receiving Disability Allowance or Comprehensive Social Security Assistance.	√	√
5.	is not under detention or imprisonment.	√	√
6.	is having an income and assets below the prescribed limits (applicable only to those Old Age Allowance applicants aged 65 to 69. For 'Income and Assets Limit', see Note 2 on page 9).	√	No need to pass the income and assets test

B. Disability Allowance

		Normal Disability Allowance	Higher Disability Allowance
1.	is certified by the Director of Health or the Chief Executive, Hospital Authority (or under exceptional circumstances by a registered medical practitioner of a private hospital) to be severely disabled and his/her disabling condition (see definition of 'severely disabled' at Note 3 on page 10) will persist for at least 6 months.	√	√
2.	satisfies the following residence requirements: (i) he/she must have been a Hong Kong resident for at least seven years; and (ii) he/she must have resided in Hong Kong continuously for at least one year immediately before the date of application (absence from Hong Kong up to a maximum of 56 days during the one-year period is treated as residence in Hong Kong). Notes: (1) Persons whose presence in Hong Kong is unlawful or persons who are permitted to stay in Hong Kong for a purpose other than residence (for example, imported workers or visitors) are excluded from the Scheme. (2) Persons who have become Hong Kong residents before 1 January 2004 are exempted from the residence requirement in (i) above. (3) Hong Kong residents aged below 18 applying for Disability Allowance are exempted from the residence requirements in (i) and (ii) above. (4) In determining whether a Disability Allowance applicant has resided in Hong Kong continuously for at least one year immediately before the date of application, consideration can be given to disregarding absences arising from full-time study or paid work outside Hong Kong during the one-year period, subject to there being sufficient documentary proof.	√	√

		Normal Disability Allowance	Higher Disability Allowance
2. (cont'd)	Where a Disability Allowance applicant has been absent from Hong Kong for more than 56 days during the one-year period because of the need to receive medical treatment outside Hong Kong, the Director of Social Welfare can consider exercising discretion to disregard the absences exceeding the 56-day limit, subject to the reason for and evidence of receiving medical treatment outside Hong Kong being established.	√	√
3.	continues to reside in Hong Kong during receipt of Disability Allowance (see 'Permissible Limit of Absence from Hong Kong' at Note 1 on page 8).	√	√
4.	is not receiving Old Age Allowance or Comprehensive Social Security Assistance.	√	√
5.	is not under detention or imprisonment.	√	√
6.	in addition to meeting all the criteria for Normal Disability Allowance above, Higher Disability Allowance applicant must be certified by the Director of Health or the Chief Executive, Hospital Authority (or under exceptional circumstances by a registered medical practitioner of a private hospital) to be in need of constant attendance from others in his/her daily life and is not receiving such care in a government or subvented residential institution (including a government subsidized place in a contract home or purchased from a residential care home for the elders under the Bought Place Scheme or the Enhanced Bought Place Scheme) or a medical residential institution under the Hospital Authority, or boarding in a special school under the Education and Manpower Bureau.	Not applicable	√

Note 1 : Permissible Limit of Absence from Hong Kong During Receipt of Payment

1. Where an Social Security Allowance recipient has resided in Hong Kong for not less than 90 days in a payment year, his/her temporary absences from Hong Kong (i.e. leaving Hong Kong for the Mainland, Macau or overseas countries/territories) will not affect the payment of allowance on condition that the total number of days of absence in the year does not exceed 240 days.

2. If an Social Security Allowance recipient has resided in Hong Kong for less than 90 days in a payment year, he/she is not entitled to any 'absence' allowance in that year. In other words, he/she is eligible to receive allowance only for the periods during which he/she has resided in Hong Kong.

Notes:

(a) Under the Social Security Allowance Scheme, for the purpose of calculating a recipient's absence from Hong Kong, the first payment year refers to the 12-month period from the date when the recipient starts to receive allowance. For example, if a person started to receive allowance from 15.9.2005, the first payment year is from 15.9.2005 to 14.9.2006, the second payment year is from 15.9.2006 to 14.9.2007 and so forth.

(b) Subject to there being sufficient documentary proof, consideration can be given to disregarding a Disability Allowance recipient's absence from Hong Kong arising from full-time study and an Social Security Allowance recipient's absences from Hong Kong arising from paid work outside Hong Kong.

(c) Where an Social Security Allowance recipient has been absent from Hong Kong for more than 240 days in a payment year because of the need to receive medical treatment outside Hong Kong, the Director of Social Welfare can consider exercising discretion to disregard absences exceeding the 240-day limit on condition that the recipient has resided in Hong Kong for not less than 90 days in that payment year and that he/she can provide sufficient reason for and evidence of receiving medical treatment outside Hong Kong.

Note 2 : Income and Assets Limits for Normal Old Age Allowance applicants

	Single person	Married couple
Total income limit per month	$5,910	$9,740
Total assets value limit	$169,000	$254,000

- 'Income' includes earnings from employment, retirement benefits/pensions or net profits from letting or subletting, but contributions from family members, relatives and friends, etc. are excluded.

- 'Assets' include land/non-owner occupied properties (including those in Hong Kong, Macau, the Mainland or overseas countries/territories), cash in hand, bank savings, investments in stock and shares, gold bars and gold coins, etc., vehicle for investment (e.g. taxi and public light bus) and its business licence.

Note 3 : Definition of 'severely disabled'

A person will be considered as severely disabled within the meaning of this Scheme if he/she is certified by the Director of Health or the Chief Executive, Hospital Authority (or under exceptional circumstances by a registered medical practitioner of a private hospital) as falling into one of the following categories:

a. **Disabling physical condition or blind**

This means that a person is in a position broadly equivalent to a person with a 100% loss of earning capacity according to the criteria in the First Schedule of the Employees' Compensation Ordinance (Cap. 282) :

1. Loss of functions of two limbs
2. Loss of functions of both hands or all fingers and both thumbs
3. Loss of functions of both feet
4. Total loss of sight
5. Total paralysis (quadriplegia)
6. Paraplegia
7. Illness, injury or deformity resulting in being bedridden
8. Any other conditions resulting in total disablement

b. **Disabling mental condition**

This means that a person is suffering from a mental condition which produces a degree of disability broadly equivalent to that in category (a) above :

1. Organic brain syndrome
2. Mental retardation
3. Psychosis
4. Neurosis
5. Personality disorder
6. Any other conditions resulting in total mental disablement

c. **Profoundly deaf**

This means that a person, who suffers from a perceptive or mixed deafness with a hearing loss of 85 decibels or more in the better ear for pure tone frequencies of 500, 1,000 and 2,000 cycles per second, or 75 to 85 decibels with other physical handicaps such as lack of speech and distortion of hearing.

II. Application Procedures

1. The applicant or his/her relative/friend can make an application directly to a social security field unit near to his/her place of residence by phone, by fax, by post, by e-mail, or in person, etc. An application can also be made through a referral to the Social Welfare Department by another government department or non-governmental organisation. In the case of a disabled child under the age of 18, the application should be made by his/her parent or guardian. Application form and Guidance Notes, can be obtained from social security field units or downloaded from the Social Welfare Department's homepage (http://www.swd.gov.hk).

2. Please return the completed application form together with photocopies of relevant documents listed in Item VII (see 'Documents Required for Application' on page 23 - 24) to social security field unit preferably by post. Please make an appointment if the applicant wants to return the documents in person. . As soon as the relevant materials are received, an officer of the Department will make arrangements for an interview with the applicant.

3. Please bring along the original copies of identity documents and travel documents (including Passport, HKSAR Re-entry Permit, Certificate of Identity, Home Visit Permit, HKSAR Document of Identity for Visa Purposes, Hong Kong Entry Permit and One-way Permit, etc.) for verification during the process of application. If the applicant/guardian/appointee can provide complete information and all the necessary supporting documents, it will speed up the process of application.

4. The Department will conduct data matching with the Immigration Department to check whether the applicant has met the requirement of having resided in Hong Kong continuously for at least one year immediately before the date of application. Subject to meeting all the eligibility criteria, including the one-year-continuous-residence rule, payment will be arranged.

5. All the application procedures are to be processed in Hong Kong and no fee is required. After completion of investigation, a formal notification letter will be sent to the applicant.

III. Persons Unfit to Apply

1. If an applicant is aged below 18 without a parent or legal guardian or is an adult aged 18 or above who has been medically certified to be unfit to make a statement on his/her own, an appointee will be appointed by the Director of Social Welfare to act on his/her behalf.

IV. Responsibility of the Applicant/Guardian/Appointee

1. The applicant or his/her guardian/appointee must provide true, correct and complete information to the Social Welfare Department. A person who knowingly or willfully provides a false statement or withholds any information in order to obtain the allowance by deception commits a criminal offence. He/she is also breaking the law if he/she has the deliberate intention of not reporting the changes of given information which may cause a reduction of the amount of allowance payable or disqualification for the allowance. The applicant or his/her guardian/appointee may be liable to prosecution. Furthermore, any overpaid allowance must be refunded to the Department.

2. In case of any change in circumstances, such as home removal, absence from Hong Kong exceeding the permissible limit (see Note 1 on page 8), income or total value of assets exceeding the prescribed limit after the date specified (see Note 2 on page 9) or change of marital status (applicable to Normal Old Age Allowance applicants only), admission to a government or subvented residential institution (applicable to Higher Disability Allowance applicants only (see item 6 on page 7)), detention or imprisonment, death, etc., the applicant or his/her guardian/appointee should report promptly to the Social Security Field Unit so that timely adjustment to the amount of allowance can be made.

3. The Department conducts data matching with other government departments and organisations (including the Immigration Department, Treasury, Correctional Services Department, Land Registry, Companies Registry, the Hospital Authority and Transport Department) to cross-check information given by the applicant or his/her guardian/appointee. The Department also conducts random checks on cases through home visits as and when necessary. The applicant or his/her guardian/appointee should cooperate fully with the visiting officers of the Department.

V. Collection of Personal Data

Purposes of collection

1. The personal data supplied by the applicant will be used by the Social Welfare Department to provide appropriate assistance or service from the Social Welfare Department which is relevant to his/her needs, including monitoring and review of services and conducting of research and surveys, and for discharging statutory duties. The provision of personal data to the Department is voluntary. If the applicant is unable to provide sufficient personal data, the Department may not be able to process his/her application or provide assistance/service to him/her.

Classes of transferees

2. The personal data provided by the applicant will be made available to persons working in the Department on a need-to-know basis. Apart from this, they may only be disclosed to the relevant parties listed below：

   (a) other parties such as government bureaux/departments/non-governmental organisations and public utility companies if they are involved in the assessment of application from or provision of service/assistance to the applicant;

   (b) where the applicant has given consent to such disclosure; or

   (c) where such disclosure is authorised or required by law.

Access to personal data

3. Except where there is an exemption provided under the Personal Data (Privacy) Ordinance, the applicant has a right of access to and correction of personal data held on him/her when the data have not been erased. However, data will usually be erased after fulfilling the purposes of collection. The applicant's right of access under the Ordinance means the right to obtain a photocopy of his/her personal data subject to payment of a fee. Applications for access to data should be made either on application form or by a letter. Application forms for access to data are available at offices/centres of the Social Welfare Department.

Enquiries, access to and correction of personal data

4. The applicant should ensure that the data provided by him/her to the Social Welfare Department are accurate. If the applicant has enquiries concerning his/her application for assistance/service or if there are changes in the data provided by him/her, he/she can contact the office which collected the data from him/her.

5. Requests for access to personal data collected by the Department and correction of data obtained from a data access request should be addressed to social security field units (addresses of social security field units are in Item VIII on page 25 - 27).

VI. How to Complete the Application Form

1. Please complete all items in the application form in block letters with a blue or black ball pen. Please cross out any incorrect entries and sign against the amendment. Do not use correction fluid.

2. Please ensure the relevant parts of the application form are fully completed before submission. Otherwise, the Social Welfare Department will return it to you for completion. This will delay the processing of your application.

✧ **Normal Old Age Allowance applicant should complete the following parts :**

Part 1	Personal data of Applicant / Applicant's Spouse / Guardian / Appointee / Agent
Part 2	Residence requirements
Part 3	Monthly income and assets value of the applicant and spouse
Part 5	Travel document
Part 6	Applicant's / Guardian's / Appointee's / Agent's account particulars
Part 9	Declaration and undertaking

✧ **Higher Old Age Allowance applicant should complete the following parts :**

Part 1	Personal data of Applicant / Applicant's Spouse / Guardian / Appointee / Agent
Part 2	Residence requirements
Part 5	Travel document
Part 6	Applicant's / Guardian's / Appointee's / Agent's account particulars
Part 9	Declaration and undertaking

✧ **Normal Disability Allowance applicant should complete the following parts :**

Part 1	Personal data of Applicant / Applicant's Spouse / Guardian / Appointee / Agent
Part 2	Residence requirements
Part 5	Travel document
Part 6	Applicant's / Guardian's / Appointee's / Agent's account particulars
Part 9	Declaration and undertaking

✧ **Higher Disability Allowance applicant should complete the following parts :**

Part 1	Personal data of Applicant / Applicant's Spouse / Guardian / Appointee / Agent
Part 2	Residence requirements
Part 4	Admission to a government / subvented residential institution / medical residential institution under the Hospital Authority or boarding in a special school under the Education and Manpower Bureau
Part 5	Travel document
Part 6	Applicant's / Guardian's / Appointee's / Agent's account particulars
Part 9	Declaration and undertaking

3. This part provides the applicant with the steps to complete each item in the application form. Examples are given for illustration. If the applicant or his/her guardian/appointee needs further assistance to complete the application form, he/she can contact the staff of the social security field units.

Please refer to the 'Eligibility Criteria' on page 4 - 10. Select one and tick「√」as appropriate.

此欄供本署填寫 For office use	
檔案編號 Case file Reference	- S -
申請日期 Date of Application	2005 年 Year 09 月 Month 15 日 Day

社會福利署
Social Welfare Depa...

公共福利金計劃 Social ... Allowance Scheme
申請表 Application Form

注意： 此表格免費派發。填寫前，請...「公共福利金計劃申請指引」。請用黑色或藍色原子筆，以正楷填寫。如書寫錯誤，請用筆劃線刪改...旁簽署作實，切勿使用塗改液。

Note: This form is issued free of charge. ...read carefully the 'Application for Social Security Allowance Guidance Notes' and complete all items in this form in block letters wi... blue or black pen. Please cross out any incorrect entries and sign against the amendment. Do not use correction fluid.

請根據你所申請的津貼，選擇下列其中一項。Please select one in accordance with the type of allowance you would like to apply.

- ☑ 普通高齡津貼 Normal Old Age Allowance
- ☐ 普通傷殘津貼 Normal Disability Allowance
- ☐ 高額高齡津貼 Higher Old Age Allowance
- ☐ 高額傷殘津貼 Higher Disability Allowance

[illegible]

申請人的個人資料
Applicant's personal data

姓名 (中文) Name in Chinese	李式田
(英文) Name in English	LEE SIK TIN
身份證明文件號碼 Identity document number	...(5)
性別 Sex	☑ 男 Male ☐ 女 Female
出生日期 Date of birth	1938 年 Year 8 月 Month 15 日 Day
國籍 Country of origin	☑ 中國 China ☐ 其他(請註明) Others(Please specify)
取得香港居民身份日期 Date of acquiring Hong Kong resident status	2002 年 Year 10 ... 日 Day
婚姻狀況 Marital status	☐ 從未結婚 Never married ☑ 已婚 Married ☐ ... Divorc...
教育程度 Education level	☐ 未受教育 No schooling ☐ 幼稚園 / 幼兒中心 Kindergarten / child care ce... ☐ 專業教育(完成*中三 / 中五後入讀) Technical / vocational training / commercial sch... (post *F.3 / F.5)
住址 Residential address	...九龍/新界 ...N/NT Flat C, 18/F, ...
居所類別 Accommodation status	...ned ☐ 租住 Rented ☑ 其他(請註明) Others(Please specify) provided by son
電話號碼 Telephone number	21282128
通訊地址 Correspondence address (如與住址不同，始須填寫) (Only if different from reside...)	
流動電話號碼 Mobile phone number	~~(LEE SIK TIN)~~ 98912991?8

...不適用字句。 ...is inappropriate.

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The name of the applicant/applicant's spouse/guardian/appointee/agent should be exactly as shown on the Hong Kong Identity Card. For an applicant without a Hong Kong Identity Card, the name on the Hong Kong Birth Certificate or other proofs of identity should be stated.

The date of birth should be exactly as shown on the Hong Kong Identity Card, Hong Kong Birth Certificate, other proofs of identity or travel documents, e.g. Passport.

The date of acquiring Hong Kong resident status can be referred to the Hong Kong Identity Card, Hong Kong Birth Certificate, other proofs of identity or travel documents, e.g. Passport.

Please cross out any incorrect entries and sign against the amendment. Do not use correction fluid.

Please refer to paragraph 1 of the 'Application procedures' on page 11 and 'Persons Unfit to Apply' on page 12.

申請人[配偶的個]人資料(只適用於七十歲以下的高齡津貼申請人)
Spouse's [personal d]ata(for Old Age Allowance applicant aged under 70 only)

姓名 (中文) Name in Chinese	吳蘭	(英文) Name in English	NG LAN
身份證明文件號碼 Identity document number	E222222(3)	類別 Type of identity document	☑香港身份證 HK Identity Card ☐其他(請註明) Others(Please specify)
性別 Sex	☐男 Male ☑女 Female	出生日期 Date of birth	1939 年 Year 3 月 Month 9 日 Day
住址 Residential address (如與申請人[住址不同，]始納填寫) (Only if different from applicant's residential address)	*香港/九龍/新界 *HK/KLN/NT		
電話號碼 Telephone number	21282128	流動電話號碼 Mobile phone number	91299129

*監護人/受委人的個人資料(只適用於十八歲以下或未能親自提出申請的傷殘津貼申請人)
*Guardian/Appointee's personal data(for Disability Allowance applicant aged under 18 or unfit to apply only)

姓名 (中文) Name in Chinese		(英文) Name in English	
身份證明文件號碼 Identity document number		類別 Type of identity document	☐
與申請人關係 Relationship with applicant		關係證明文件 Proof of relationship	☐
住址 Residential address	*香港/九龍/新界 *HK/KLN/NT		
電話號碼 Telephone number		流動電話號碼 Mobile phone number	

Under special circumstances, an agent will be appointed by the Director of Social Welfare for receiving payment.

受託人的個人資料(只適用於本署接納為有需要授權第三者領款的申請人)
Agent's personal data(for applicant who requires the third party to act as an agent with acceptable reason only)

姓名 (中文)		(英文) Name in English	
		類別 Type of identity document	☐香港身份證 HK Identity Card ☐其他 (請註明) Others (Please specify)
		住址 Residential address	
Telephone number		流動電話號碼 Mobile phone number	

Please refer to item 2 on page 4 or page 6.

Tick this box if you are able to declare the exact number of days of your pre-application absences from Hong Kong.

第三部分 居港規定(只適用於十八歲或以上的申請人)
Part III Residence requirement(for applicant aged 18 or above only)

1.	申請人在2004年1月1日前是否已成為香港居民? Has the applicant become a Hong Kong resident before 1 January 2004?	☑是 (請填寫本部第3項) Yes (Please complete item 3 in this part)	☐否 No
2.	申請人在申請日前是否已成為香港居民最少七年? Has the applicant been a Hong Kong resident for at least seven years before the date of application?	☐是 Yes	☐否 No
3.	請在下列句子中選擇其中一項，以說明在緊接申請前一年的離港日數。 Please select one sentence below to state the total number of days of absence during the one-year period immediately before the date of application.		

☑ 申請人在緊接申請前一年離港共 ____ 天。 The applicant has been absent from Hong Kong for a total of 43 days during the one-year period...

☐ 申請人在緊接申請前一年內並無離港超過56天。 The applicant has been absent from Hong Kong for not more than 56 days during the one-year period...

☐ 申請人未能確定在緊接申請前... The applicant cannot ascertain the exact number of days...

Tick this box if you are unable to tell the exact number of days of your pre-application absences from Hong Kong, but you have been absent from Hong Kong for not more than 56 days during this period.

☐ 請在適當方格內填上「√」號。 Tick as appropriate. * 請刪去不適用字句。 Delete whichever is inappropriate.

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S... (...2006)

Tick this box if you cannot recall the number of days of your pre-application absences from Hong Kong.

[redacted]

甲. 每月入息(不包括子女、親戚或朋友等金錢上的津助)
A. Income per month(excluding contribution from family members, relatives and friends, etc.)

	申請人 Applicant	配偶 Spouse
1. 工資、手工業或生意上的入息等 Wages from employment, income from handiwork, business, etc.	☐ 沒有 No ☑ 有 Yes $ 3000	☑ 沒有 No ☐ 有 Yes $
2. 退休金/長俸 Retirement benefits/pensions	☑ 沒有 No ☐ 有 Yes $	☐ 沒有 No ☑ 有 Yes $ 1500
3. 從收租所得的純利 Net profits on rentals collected	☐ 沒有 No ☑ 有 Yes $ 2000	☑ 沒有 No ☐ 有 Yes $
總入息 Total income	$ 5000.00	$ 1500.00

$3,000 + $2,000 = $5,000

乙. 資產 (有關「資產」的定義，請參閱「公共福利金計劃...
B. Assets (See definition of 'assets' at Note 2 on Page ... Guidance Notes')

	申請人 Applicant	配偶 Spouse
1. 土地/非自住物業(包括在香港、澳門、內地及海外國家/地區所擁有) Land/non-owner occupied property (including those in Hong Kong, Macau, the Mainland or overseas countries/territories)	☐ 沒有 No ☑ 有 Yes $ 100 000	☑ 沒有 No ☐ 有 Yes $
2. 現金 Cash in hand	☐ 沒有 No ☑ 有 Yes $ 1000	☐ 沒有 No ☑ 有 Yes $ 5000
3. 銀行儲蓄 Bank savings	☐ 沒有 No ☑ 有 Yes $ 20000	☐ 沒有 No ☑ 有 Yes $ 10000
4. 股票及股份的投資 Investments in stock and shares	☐ 沒有 No ☑ 有 Yes $ 30000	☑ 沒有 No ☐ 有 Yes $
5. 金條/金幣等 Gold bars and gold coins, etc.	☑ 沒有 No ☐ 有 Yes $	☐ 沒有 No ☑ 有 Yes $ 35 000
6. 商業車輛(例如的士及公共小巴)及其牌照 Vehicle for investment (e.g. taxi and public light bus) and its business licence	☑ 沒有 No ☐ 有 Yes $	☑ 沒有 No ☐ 有 Yes $
7. 其他 (請註明) Others (Please specify) ______	☑ 沒有 No ☐ 有 Yes $	☑ 沒有 No ☐ 有 Yes $
總值 Total value	$ 151000.00	$ 50000.00

☐ 請在適當方格內填上「√」號。 Tick as appropriate.

* 請刪去不適用字句。 Delete whichever is inappropri...

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$100,000 + $1,000 + $20,000 + $30,000 = $151,000

Please refer to item 6 on page 7.

[illegible]

甲. 申請人是否現正入住政府或受資助院舍(包括政府在合約院舍內的資助宿位及透過買位計劃或改善買位計劃下購買的安老院舍宿位)或醫院管理局轄下的醫療機構或在教育統籌局轄下的特殊學校寄宿？

A. Whether the applicant is now residing in a government / subvented residential institution (including a government subsidized place in a contract home or purchased from a residential care home for the elders under the Bought Place Scheme or the Enhanced Bought Place Scheme) / medical residential institution under the Hospital Authority or boarding in a special school under the Education and Manpower Bureau?

☐ 否 No ☑ 是 (請註明如下) Yes (Please specify as below)

院舍/醫療機構/特殊學校名稱 Name of institution/special school	入住日期 Date of admission
Queen Elizabeth Hospital	From 10-09-2005 till present

Please refer to item 6 on page 7.

乙. 申請人是否已獲派宿位將會入住政府或受資助院舍(包括政府在合約院舍內的資助宿位及透過買位計劃或改善買位計劃下購買的安老院舍宿位)或醫院管理局轄下的醫療機構或在教育統籌局轄下的特殊學校寄宿？

B. Has the applicant been allocated a place in a government / subvented residential institution (including a government subsidized place in a contract home or purchased from a residential care home for the elders under the Bought Place Scheme or the Enhanced Bought Place Scheme) / medical residential institution under the Hospital Authority or a boarding place in a special school under the Education and Manpower Bureau?

☐ 否 No ☑ 是 (請註明如下) Yes (Please specify as below)

院舍/醫療機構/特殊學校名稱 Name of institution/special school	入住日期 Date of admission
The Salvation Army Tak Tin Home For the Elderly	01-11-2005

[illegible]

申請人是否持有任何*有效的或已過期的或已失效的*旅遊證件？
Does the applicant possess any *valid* or *expired* or *invalid* travel document(s)?

☐ 沒有 No ☑ 有 (請註明如下) Yes (Please specify as below)

證件類別 Document type	證件號碼 Document number	簽發日期 Date of issue	有效期至 Date of expiry
Home Visit Permit	H1234567[illegible]	01-09-2000	01-09-2010
HKSAR Passport	H001002[illegible]	01-08-2000	01-08-2010
Russian Passport	ZBA12330[illegible]	15-01-1990	15-01-2000

☐ 請在適當方格內填上「√」號。 Tick as appropriate. * 請刪去不適用字句。 Delete whichever is inappropriate.

Travel documents include Passport, HKSAR Re-entry Permit, Certificate of Identity, Home Visit Permit, HKSAR Document of Identity for Visa Purposes, Hong Kong Entry Permit and One-way Permit, etc.

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Account name, name of bank and account number should be exactly as shown on the bank passbook (only sole and not joint accounts are acceptable for payment purposes).

帳戶持有人名稱 (中文) Account name in Chinese	李式田	(英文) Account name in English	LEE SIK TIN
銀行名稱 Name of bank	Kowloon Ba…		
帳戶號碼 Account number	001 - 002 - 0 - 0…		

If the guardian/an appointee applies the allowance for the applicant, the guardian/the appointee should fill his/her/the agent's account particulars.

姓名 (中文) Name in Chinese		Na…	
與申請人關係 Relationship with applicant			
通訊地址 Correspondence address			
電話號碼 Telephone number		流動電話… Mobile pho…	

Provision of relative's/friend's personal data will provide an additional channel to contact the applicant when necessary.

請註明
Please specify ______________________

本人（即下方簽署人）現聲明據本人所知，本表以上所列各項資料是正確無訛。
I, the undersigned, DECLARE that to the best of my knowledge and belief, the information in the above items is true.

如以上表內所列的資料有任何改變，或*本人/申請人離開香港、被拘禁，本人將從速向社會福利署申報。
I undertake to report immediately to the Social Welfare Department any changes in the particulars contained herein. I further undertake to report immediately to the Social Welfare Department *my/~~the applicant's~~ departure from Hong Kong or imprisonment.

☐ 請在適當方格內填上「√」號。 Tick as appropriate.
* 請刪去不適用字句。 Delete whichever is inappropriate.

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Please fill in the commencement date of the 2nd payment year. [Payment year is defined as each 12-month period counting from the commencement date of eligibility (e.g. if an applicant is eligible for the allowance on 15.9.2005, the 1st payment year will be from 15.9.2005 to 14.9.2006. The commencement date of the 2nd payment year will be 15.9.2006).]

本人完全明白並同意社 … 索取有關資料。本人亦同 … 他非政府機構，以方便*本人 … 該等資料及作出修改。

I fully understand the purpose and agree to … applying for Social Security Allowance. I agree that … of or social enquiry reports can be shared with other Social … records non-governmental organizations to facilitate *my/~~the applicant's~~ applica… ments or related Department. I understand that I can approach the Social Welfare Departmen… ervice from the Social Welfare …ss and data correction matters.

本人承諾會通知*本人/申請人的家庭成員及其他有關人士，他 … 提供予社會福利署作本申請用途。

I undertake to inform the other members of *my/~~the applicant's~~ household and … ons that their personal data have been provided to the Social Welfare Department for the purpose of this applic…

本人同意社會福利署就*本人/申請人領取公共福利金事而進行有 … 括向入境事務處、各政府部門、銀行及其他團體、人士索取*本人/申請人/和配偶的個人資 … 例如*本人/申請人的出入境電腦資料）用來進行資料核對程序。本人亦同意該等政府部門、 … 團體、人士將所需資料及記錄提供予社會福利署。

I consent to any investigations into the circumstances relating to *my/~~the applic~~… f Social Security Allowance being carried out by the Social Welfare Department, including but not limited to asking … ion Department, other government … *my/~~the applicant's~~ personal data … y/~~the applicant's~~ receipt of Social … nal data held by such other de… such other parties (such as travel … ~~the applicant's~~ spouse. I also c… ch government departments, banks … s to the Social Welfare Departm…

The account number should be the same as Part 6 of the application form.

… 取*公共福利金/綜合社會保 … 。

… prehensive Social Security Assis… been made by *me/~~the applicant~~ nor … Security Allowance/Comprehensive Social … Assistance from the Social Welfare Department.

如*本人/申請人入 … 助院舍或醫院管理局轄下的醫療機 … 本人將從速向社會福利署申報 (只適用於高額傷殘 … 。

I undertake to report imm… Social Welfare Department *my/the applicant … mission to a government or subvented residential institution or m… tial institution under the Hospital Authority (… Higher Disability Allowance applicant only).

由_____年____月 … ，如*本人/申請人/和配偶的每月總入 … 或資產總值超逾社會福利署所定的限額，本人必須向社 … 申報（以書面通知為準）。本人明白如 … 下申報，將有被檢控的可能（只適用於七十歲以下的高齡 … 人）。

I undertake to notify the Social … Department (in writing) if, after 14-09-2006 (date), the monthly income or assets of *myself/~~the applicant/and~~ … exceed the limits set by the Social Welfare Department. I understand that if I fail to notify the Department, I shall rende… liable to prosecution (for Old Age Allowance applicant aged under 70 only).

本人*同意/不同意津貼金直接存 … 申請人的銀行帳戶（只適用於十五歲至十七歲心智健全的申請人而其申請須由監護人或受委人簽署）

I *agree/do not agree that the allowance … paid directly into the applicant's bank account (applicable only to mentally sound applicants aged 15-17 whose applications … e to be signed by guardian/appointee).

本人同意社會福利署從*本人/申請人/受託人的銀行帳戶 ________________ 取回任何多領的款項。

I agree to the Social Welfare Department to recover any overpayment received for *me/~~the applicant~~ from *my/~~the applicant's/the agent's~~ bank account no. 001-002-0-003-003 held for *my/~~the applicant's~~ use and benefit.

本人亦同意 ________________ （銀行名稱），從*本人/申請人/受託人上述的銀行帳戶，扣除經社會福利署核實多領的款項。

I also agree to Kowloon Bank (name of Bank) to debit *my/~~the applicant's/the agent's~~ bank account as specified above from time to time with any amount certified by the Social Welfare Department as overpayment.

本人明白如本人蓄意或存心提供不正確資料或隱 … 何事項，或錯誤引導社會福利署，以圖獲得現金援助，將有被檢控的可能。

I understand that if I knowingly or willfully make any false statement o… information … Social Welfare Department for the purpose of obtaining payments, it will render …

以上聲明，本人已詳細閱讀，本人亦完全明白。

The above statement has been read by me and well understood by me.

The name of bank should be the same as Part 6 of the application form.

*申請人/監護人/受委人 *簽名/指模 *Signature/~~Thumbprint~~ of *applicant/~~guardian/appointee~~	LEE SIK …
見證人 *簽名/指模 *Signature/~~Thumbprint~~ of witness	NG LAN
見證人姓名 Name of witness	NG LAN
日期 Date	12-10-2005

☐ 請在適當方格內填上「√」號。 Tick as appropriate. * 刪 … 用字句。 Dele… appropriate.

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Applicable if there is a witness.

VII. Documents Required for Application

1. Please return the completed application form together with photocopies of the following supporting documents:

A. Old Age Allowance

		Normal Old Age Allowance	Higher Old Age Allowance
1.	Any documents confirming the applicant's identity, age and residence in Hong Kong (e.g. Hong Kong Identity Card, Birth Certificate, etc.)	√	√
2.	Bank passbook (the page showing the account name and account number) of the applicant (only sole and not joint accounts are acceptable for payment purposes)	√	√
3.	The pages showing the absence record during the one-year period immediately before the application and the personal particulars in the applicant's travel documents (e.g. Passport, HKSAR Document of Identity for Visa Purposes, etc.)	√	√
4.	The identity document of the applicant's spouse (only applicable to married applicants)	√	Not applicable

B. Disability Allowance

		For applicants aged below 18	For applicants aged 18 or above
1.	Any documents confirming the applicant's identity, age and residence in Hong Kong (e.g. Hong Kong Identity Card, Birth Certificate, etc.)	√	√
2.	Bank passbook (the page showing the account name and account number) of the applicant (only sole and not joint accounts are acceptable for payment purposes)	Not applicable	√
3.	The pages showing the absence record during the one-year period immediately before the application and the personal particulars in the applicant's travel documents (e.g. Passport, HKSAR Document of Identity for Visa Purposes, etc.)	√	√
4.	Applicant's hospitalisation record and follow-up card for facilitating arrangement of medical assessment	√	√
5.	The identity document of the applicant's parent/guardian and proof of relationship with the applicant (e.g. Birth Certificate)	√	Not applicable
6.	Bank passbook (the page showing the account name and account number) of the applicant's parent/guardian (only sole and not joint accounts are acceptable for payment purposes)	√	Not applicable
7.	The identity document of the applicant's appointee/agent and proof of relationship with the applicant (e.g. Birth Certificate or Marriage Certificate, etc.)	√	√
8.	Bank passbook (the page showing the account name and account number) of the applicant's appointee/agent (only sole and not joint accounts are acceptable for payment purposes)	√	√

VIII. Addresses and Telephone Numbers of Social Welfare Department Service Units

A. Social Security Field Units

Office	Address	Tel. No.
Hong Kong		
Central and Western/Islands Social Security Field Unit	3/F., Tung Che Commercial Centre, 246 Des Voeux Road West, Sai Ying Pun	2546 8003
Chai Wan Social Security Field Unit	Level 3, Government Offices, New Jade Garden, 233 Chai Wan Road, Chai Wan	2557 7868
Causeway Bay Social Security Field Unit	Room 1105-1107, 11/F., Stanhope House, 734-738 King's Road, North Point	2562 4788
Wan Chai Social Security Field Unit	Room 2201, 22/F., Southorn Centre, 130 Hennessy Road, Wan Chai	2835 1907
Aberdeen Social Security Field Unit	Unit 1105, 11/F. & Unit 1522, 15/F., Tower A, Southmark, 11 Yip Hing Street, Wong Chuk Hang, Aberdeen	2554 6324
East Kowloon		
Lam Tin Social Security Field Unit	G/F., Ping Mei House, Ping Tin Estate, Lam Tin	2346 7583
Ngau Tau Kok Social Security Field Unit	Room 16-19, 17/F., Nan Fung Commercial Centre, 19 Lam Lok Street, Kowloon Bay	2750 2659
Sau Mau Ping Social Security Field Unit	Shop CX310, 3/F., Sau Mau Ping Shopping Centre, Sau Ming Road, Sau Mau Ping	2348 9312
Kwun Tong Social Security Field Unit	Unit 1301-1305, 13/F., Tower II, World Trade Square, 123 Hoi Bun Road, Kwun Tong	2775 1158
San Po Kong Social Security Field Unit	Unit 701, 7/F., Stelux House, 698 Prince Edward Road East, San Po Kong	2322 9999
Tseung Kwan O Social Security Field Unit	Shop 201A, 2/F., Hau Tak Shopping Centre, Hau Tak Estate, Tseung Kwan O	2701 8843
Tsz Wan Shan Social Security Field Unit	Unit 101, 1/F., Lung Cheung Office Block, 138 Lung Cheung Road, Wong Tai Sin	2327 5002
Wong Tai Sin Social Security Field Unit	Unit 103-106, 1/F., Stelux House, 698 Prince Edward Road East, San Po Kong	2382 3738

Office	Address	Tel. No.
West Kowloon		
Kowloon City Social Security Field Unit	Unit 2, 2/F., Chung Hwa Plaza, 5B-5F Ma Hang Chung Road, To Kwa Wan	2760 1679
To Kwa Wan Social Security Field Unit	7/F., To Kwa Wan Government Offices, 165 Ma Tau Wai Road, To Kwa Wan	2334 5442
Sham Shui Po Social Security Field Unit	Room 1310, 13/F, Cheung Sha Wan Government Offices, 303 Cheung Sha Wan Road, Sham Shui Po	2725 5658
Shek Kip Mei Social Security Field Unit	6/F., West Coast International Building, 290-296, Un Chau Street, Sham Shui Po	2776 3443
Lai Chi Kok Social Security Field Unit	G/F., Cheung Sha Wan Community Centre, 55 Fat Tseung Street, Cheung Sha Wan	2720 8613
Yau Tsim Social Security Field Unit	G/F., Yau Ma Tei Carpark Building, Stage II, 250 Shanghai Street, Yau Ma Tei	2384 6707
Mong Kok Social Security Field Unit	22/F., One Mongkok Road Commercial Centre, 1 Mongkok Road, Mongkok	2396 4052
New Territories West		
Kwai Chung (East) Social Security Field Unit	5/F., Kwai Hing Government Offices, 166-174 Hing Fong Road, Kwai Chung	2421 1028
Kwai Chung (South) Social Security Field Unit	Room 3507-3517, 35/F., Metroplaza, Tower 1, 223 Hing Fong Road, Kwai Chung	2429 2614
Kwai Chung (West) Social Security Field Unit	8/F., Kwai Hing Government Offices, 166-174 Hing Fong Road, Kwai Chung	2422 9510
Tsuen Wan Social Security Field Unit	14/F., Tsuen Wan Government Offices, 38 Sai Lau Kok Road, Tsuen Wan	2417 6316
Tuen Mun Social Security Field Unit	4/F., Tuen Mun Government Offices, 1 Tuen Hi Road, Tuen Mun	2441 7910
Butterfly Social Security Field Unit	Unit 11-18, 27/F., Tuen Mun Parklane Square, 2 Tuen Hi Road, Tuen Mun	2469 4424
Tai Hing Social Security Field Unit	Room 304, 3/F., Tai Hing Government Offices, 16 Tsun Wen Road, Tuen Mun	2467 2927

Office	Address	Tel. No.
New Territories East		
Fanling Social Security Field Unit	Room 217, 2/F., North District Government Offices, 3 Pik Fung Road, Fanling	2675 1624
Sheung Shui Social Security Field Unit	Shop 202, 2/F., Tin Ping Shopping Centre, Tin Ping Estate, Sheung Shui	2682 4853
Tai Po (South) Social Security Field Unit	4/F., Tai Po Complex, 8 Heung Sze Wui Street, Tai Po Market, Tai Po	3183 9302
Tai Po (North) Social Security Field Unit	4/F., Tai Po Government Offices Building, 1 Ting Kok Road, Tai Po	2665 3717
Sha Tin (South) Social Security Field Unit	Room 834, 8/F., Sha Tin Government Offices, 1 Sheung Wo Che Road, Sha Tin	2158 6721
Sha Tin (North) Social Security Field Unit	Unit 1, M/F, Yu Chui Shopping Centre 2 Ngau Pei Sha Street, Siu Lek Yuen, Sha Tin	2605 2112
Yuen Long (East) Social Security Field Unit	6/F., Yuen Long Government Offices and Tai Kiu Market, 2 Kiu Lok Square, Yuen Long	2477 2351
Yuen Long (West) Social Security Field Unit	3/F., Yuen Long Government Offices and Tai Kiu Market, 2 Kiu Lok Square, Yuen Long	2443 2500
Tin Shui Wai Social Security Field Unit	G/F., Wah Yuet House, Tin Wah Estate, Tin Shui Wai	2443 2604

B. Fraud Investigation Teams / Report Fraud Hotline / Departmental Hotline Service Unit

Office	Address	Tel. No.
Fraud Investigation Teams	Room 1002, 10/F., Skyline Tower, 39 Wang Kwong Road, Kowloon Bay	2382 8073
Report Fraud Hotline		2332 0101
Departmental Hotline Service Unit	 Facsimile No.	2343 2255 2763 5874

社會福利署
Social Welfare Department

公共福利金計劃 Social Security Allowance
高齡/傷殘津貼 Old Age/Disability Allowance
覆查表 Review Form

檔案編號 Casefile ref. 調查員 *Investigating Officer*

1. 申請人的個人資料 Applicant's personal data

中文姓名 *Name in Chinese*
中文姓名電碼 *Name in CCC*
身份證明文件號碼 *Identity document no.*
電話號碼 *Telephone no.*
住址 *Residential address*
通訊地址 *Correspondence address*
英文姓名 *Name in English*
身份證明文件類別 *Type of identity document*

2. 旅遊證件及離港記錄 Travel document and record of absence from Hong Kong

(a) 旅遊證件 Travel Document
*Yes 有 / No 沒有

證件類別及號碼 Document type & no.	簽發日期 Date of issue	有效日期至 Date of expiry

除上述證件外，*本人/申請人並無持有任何其他有效的或已過期的或已失效的旅遊證件
Apart from the above travel documents, *I do not /the applicant does not possess any other valid or expired or invalid travel documents.

(b) 離港紀錄 Record of absence (自上次在__________________申請 / 覆查 後 since the last application / review on __________________________)

離港日期 Date of departure	抵港日期 Date of arrival	日數 No. of days

總共(天) Total absence (days) ___________

SAMPLE

3. 入住政府或受資助院舍(包括政府在合約院舍內的資助宿位及透過改善買位計劃下購買的安老院舍宿位)或醫院管理局轄下的醫療機構或在教育統籌局轄下的特殊學校寄宿(只適用於高額傷殘津貼申請人)或被拘禁

Admission to a government / subvented residential institution (including a government subsidized place in a contract home or purchased from a residential care home for the elders under the Enhanced Bought Place Scheme) / medical residential institution under the Hospital Authority or boarding in a special school under the Education and Manpower Bureau (for Higher Disability Allowance applicant only) / Imprisonment

(自上次在______________申請 / 覆查 後 since the last application / review on ________________)

(a) 入住院舍/醫院或在特殊學校寄宿的記錄 Record of Institutionalization / Hospitalization / Boarding in Special School

院舍 / 醫院 / 特殊學校名稱 Name of Institution / Hospital / Special School	由 From	至 To	日數 No. of days

(b) 被拘禁記錄 Record of Imprisonment

懲教院所名稱 Name of Correctional Institution	由 From	至 To	日數 No. of days

4. 申請人*及其配偶的入息及資產 (只適用於七十歲以下的高齡津貼申請人)

Monthly income and assets value of the applicant *and spouse (for Old Age Allowance applicant aged under 70 Only)

(自上次在______________________申請 / 覆查 後 since the last application / review on _________________________________)

(a) 每月入息 (不包括子女、親戚或朋友等金錢上的津助) Income per month (excluding contributions from family members, relatives and friends, etc.)

(i) 工資、手工業或生意上的入息等 Wages from employment, income from handiwork, business, etc.

金額 (元) Amount

(ii) 退休金／長俸 Retirement benefits/ Pensions

金額 (元) Amount

(iii) 從收租所得的純利 Net profit on rentals collected

金額 (元) Amount

總入息 (元) *Total income* ____________________

(b) 資產 Assets

包括:土地／非自住物業(包括在香港、澳門、內地及海外國家／地區所擁有)、現金、銀行儲蓄、股票及股份的投資、金條金幣等、商業車輛(例如的士及公共小巴)及其牌照

The total value of assets include: land/non-owner occupied property (including those in Hong Kong, Macau, the Mainland or overseas countries/territories), cash in hand, bank savings, investment in stocks and shares, gold bars and gold coins etc., vehicle for investment (e.g. taxi and public light bus) and its business licence

資產總值 (元) *Total value* ____________________

*申請人/監護人/受委人 *簽名/指模 *Signature / Thumbprint of *applicant/guardian/appointee		見證人 *簽名/指模 *Signature / Thumbprint of witness		見證人姓名 Name of witness		日期 Date	

File Ref. No. ____________ Completion Date & Time ______________________

5. *監護人/受委人的個人資料 *Guardian's / Appointee's personal data

中文姓名 *Name in Chinese*
英文姓名 *Name in English*
中文姓名電碼 *Name in CCC*
身份證明文件號碼 *Identity document no.*
身份證明文件類別 *Type of identity document*
與申請人關係 *Relationship with applicant*
電話號碼 *Telephone no.*
通訊地址 *Correspondence address*

6. 受託人的個人資料 Agent's personal data

中文姓名 *Name in Chinese*
英文姓名 *Name in English*
中文姓名電碼 *Name in CCC*
身份證明文件號碼 *Identity document no.*
身份證明文件類別 *Type of identity document*
與申請人關係 *Relationship with applicant*
電話號碼 *Telephone no.*
通訊地址 *Correspondence address*

7. 其他申報資料 Other Declaration

8. 聲明及保證 Declaration & Undertaking

本人（即下方簽署人）現聲明據本人所知，本表以上所列各項資料（已向本人宣讀，本人亦完全明白）是正確無訛。
I, the undersigned, DECLARE that to the best of my knowledge and belief, the information in the above items (which has been read over to me and well understood by me) is true.

如以上表內所列的資料有任何改變，或*本人/申請人離開香港、被拘禁，本人將從速向社會福利署申報。
I undertake to report immediately to the Social Welfare Department any changes in the particulars contained herein. I further undertake to report immediately to the Social Welfare Department *my/the applicant's departure from Hong Kong or imprisonment.

本人完全明白並同意社會福利署因為*本人/申請人申請公共福利金及社會福利署提供的其他服務而需要索取有關資料。本人亦同意該等記錄及資料可以被提交社會福利署轄下其他單位、有關的政府部門及其他非政府機構，以方便*本人/申請人向社會福利署提出的各項申請。本人亦明白可以向社會福利署查閱該等資料及作出修改。
I fully understand the purpose and agree to the Social Welfare Department obtaining information from me for the purpose of applying for Social Security Allowance. I agree that these data and other related information contained in subsequent case records or social enquiry reports can be shared with other Social Welfare Department offices or government departments or related non-governmental organizations to facilitate *my/the applicant's application for assistance and service from the Social Welfare Department. I understand that I can approach the Social Welfare Department on personal data access and data correction matters.

本人承諾會通知*本人/申請人的家庭成員及其他有關人士，他們的個人資料已提供予社會福利署作本申請用途。
I undertake to inform the other members of * my/the applicant's household and other relevant persons that their personal data have been provided to the Social Welfare Department for the purpose of this application.

SAMPLE

本人同意社會福利署就*本人/申請人領取公共福利金事而進行有關的調查，包括向入境事務處、各政府部門、銀行及其他團體、人士索取*本人/申請人/和配偶的個人資料及記錄（例如*本人/申請人的出入境電腦資料）用來進行資料核對程序。本人亦同意該等政府部門、銀行及其他團體、人士將所需資料及記錄提供予社會福利署。
I consent to any investigations into the circumstances relating to *my/the applicant's receipt of Social Security Allowance being carried out by the Social Welfare Department, including but not limited to asking the Immigration Department, other government departments, banks and other parties to match *my/the applicant's personal data relating to *my/the applicant's receipt of Social Security Allowance with *my/the applicant's personal data held by such other departments or such other parties (such as travel records held on the computer) *and those of *my/the applicant's spouse. I also consent to such government departments, banks and parties providing the requested data and records to the Social Welfare Department.

如*本人/申請人入住政府或受資助院舍或醫院管理局轄下的醫療機構，本人將從速向社會福利署申報(只適用於高額傷殘津貼申請人)。
I undertake to report immediately to the Social Welfare Department *my/the applicant's admission to a government or subvented residential institution or medical residential institution under the Hospital Authority (for Higher Disability Allowance applicant only).

如*本人/申請人/和配偶的每月總入息或資產總值超逾社會福利署所定的限額，本人必須向社會福利署申報 (以書面通知為準)。本人明白如不申報，將有被檢控的可能(只適用於七十歲以下的高齡津貼申請人)。
I undertake to notify the Social Welfare Department (in writing) if the monthly income or assets of *myself/the applicant/ and spouse exceed the limits set by the Social Welfare Department. I understand that if I fail to notify the Department, I shall render myself liable to prosecution (for Old Age Allowance applicant aged under 70 only).

本人*同意/不同意津貼金直接存入申請人的銀行帳戶（只適用於十五歲至十七歲心智健全的申請人而其申請須由監護人或受委人簽署）。
I *agree/do not agree that the allowance be paid directly into the applicant's bank account (applicable only to mentally sound applicants aged 15-17 whose applications have to be signed by guardian/appointee).

本人明白社會福利署有權從*本人／申請人每月可得的津貼金中扣除經社會福利署核實的多領款項。
I understand that the Social Welfare Department has the right to deduct from *my/the applicant's monthly entitlements any amount certified by the Social Welfare Department as overpayment.

本人同意社會福利署從*本人/申請人/受託人的銀行帳戶 ____________________ 取回任何多領款項。本人亦同意 ____________ (銀行名稱), 從*本人/申請人/受託人上述的銀行帳戶，扣除經社會福利署核實的多領款項。
I agree to the Social Welfare Department to recover any overpayment received for *me/the applicant from *my/the applicant's/the agent's bank account no. ____________________ held for *my/the applicant's use and benefit. I also agree to ____________________ (name of bank) to debit *my/the applicant's/the agent's bank account as specified above from time to time with any amount certified by the Social Welfare Department as overpayment.

本人明白如本人蓄意或存心提供不正確資料或隱瞞任何事項，或錯誤引導社會福利署，以圖獲得現金援助，將有被檢控的可能。
I understand that if I knowingly or willfully make any false statement or withhold any information, or otherwise mislead the Social Welfare Department for the purpose of obtaining payments, it will render me liable to prosecution.

以上聲明，已向本人宣讀，本人亦完全明白。
The above statement has been read over to me and well understood by me.

*申請人/監護人/受委人 *簽名/指模
*Signature / Thumbprint of
*applicant/guardian/appointee ____________________

調查員簽名
Signature of investigating officer ____________________

見証人 *簽名/指模
*Signature / Thumbprint of witness ____________________

調查員姓名及職級
Name and rank of investigating officer ____________________

見証人姓名 Name of witness ____________________

日期 Date ____________________

*請刪去不適用字句 Delete whichever is inappropriate

*申請人/監護人/受委人 *簽名/指模 *Signature / Thumbprint of *applicant/guardian/appointee		見證人 *簽名/指模 *Signature / Thumbprint of witness		見證人姓名 Name of witness		日期 Date	

File Ref. No. ____________ Completion Date & Time ____________________